State Bar of Texas Survey of 2012 Pro Bono

Prepared for:
State Bar of Texas

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EXECUTIVE SUMMARY

A survey of 2012 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 59.9 percent of active in-state attorneys provided an average of 49.0 hours of free pro bono legal or indirect legal services that benefited the poor in 2012. Based on that average, it is estimated that there was a total of 2.04 million to 2.42 million hours of free legal or indirect services to the poor performed in 2012.
- Some 33.2 percent of attorneys provided an average of 76.8 hours of substantially reduced fee legal services to the poor in 2012. The sum total of hours was estimated to be 1.78 million to 2.11 million hours of substantially reduced legal services to the poor in 2012.
- The largest percentage of respondents who performed free legal services provided services in civil matters (81.2 percent). This compared to smaller percentages of respondents who provided free legal services to charitable, public-interest organizations (32.0 percent); to simplify or, increase availability and quality of legal services (21.7 percent); in criminal matters (25.4 percent); by unsolicited court appointment (17.6 percent); and for legislative, administrative or systems advocacy (7.4 percent).
- Financial contributions or paying out-of-pocket expenses related to legal services to the poor was done by 29.4 percent of attorneys. The average amount contributed by those attorneys was $615.07 in 2012. The sum total of dollars was estimated to be $11.46 million to $13.26 million.

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I. INTRODUCTION

In March 2013, a survey of pro bono work performed by Texas attorneys in 2012 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 2012;
- The types of services provided;
- The incidence of charitable contributions; and
- Comments or suggestions about pro bono services.

The University of North Texas Survey Research Center 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 82,607. Active in-state attorneys of the State Bar of Texas, as of December 31, 2012 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 69,623 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	2,000	69.2
Government attorney	438	15.1
Full-time Judge	168	5.8
Law faculty	13	0.4
Corporate/in-house counsel	66	2.3
Other law related	47	1.6
Other non-law related	41	1.4
Retired	85	2.9
Unemployed: Currently Looking	5	0.2
Unemployed: Not Currently Looking	12	0.4
Public Interest Lawyer	17	0.6
Total	2,892	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	6,136	32.8
Full-time Judge	1,309	7.0
Law faculty	388	2.1
Corporate/in-house counsel	6,256	33.5
Other law related	1,583	8.5
Other non-law related	1,401	7.5
Retired	772	4.1
Unemployed: Currently Looking	191	1.0
Unemployed: Not Currently Looking	129	0.7
Public Interest Lawyer	515	2.8
Total	18,680	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	2,982	4.3%	21	75	4.3%
Urban, non-private practitioners	23,824	34.2%	171	120	34.2%
Urban, private practitioners, small firms	25,809	37.1%	185	155	37.1%
Urban, private practitioners, medium firms	8,868	12.7%	64	75	12.7%
Urban, private practitioners, large firms	8,140	11.7%	58	75	11.7%
Total	69,623	100.0%	100.0%	500	100.0%

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	2,982	75	±11.2%
Urban, non-private practitioners	23,824	120	± 8.9%
Urban, private practitioners, small firms	25,809	155	± 7.8%
Urban, private practitioners, medium firms	8,868	75	±11.3%
Urban, private practitioners, large firms	8,140	75	±11.3%
Total	69,623	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 3.9 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 March 5 through March 13, 2013.

Analysis by Demographic Groups

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

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

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 2012 as well as the number of hours spent and financial contributions made in pro bono activities. Section VI 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	
24 to 35	18.5
36 to 45	21.9
46 to 55	25.1
56 to 65	24.0
66 to 88	10.6
Gender of respondent	
Female	35.6
Male	64.4
Ethnicity	
Caucasian/Anglo	83.9
African-American	6.0
Hispanic/Latino	7.5
Asian/Pacific Islander	1.7
Native American	0.2
Two or More Races	0.3
Other	0.3

- As seen in Table 1, over half (59.7 percent) of respondents were age 46 or older. Nineteen percent was age 24 to 35.
- Sixty-four percent of the sample was male and a little more than one-third (35.6 percent) was female.
- A large majority (83.9 percent) of the respondents were Caucasian.

Table 1
Demographics (Continued)

Demographics	Percentage (n=500)
Work Status	
Private Law Practice	64.5
Government Attorney	18.4
Full-time Judge	1.3
Law Faculty	0.3
Corporate/In-house Counsel	8.7
Other Law Related	3.2
Other Non-Law Related	1.8
Retired	0.6
Unemployed	0.2
Public Interest Lawyer	1.1
Years Licensed	
2 thru 6	17.4
7 thru 10	10.0
11 thru 15	12.3
16 thru 20	11.0
21 thru 25	14.0
26 thru 70	35.2
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-four percent of the sample worked in a private law practice. Eighteen 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.
- Twenty-seven 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) 2013
Metropolitan Statistical Area (MSA) *	
Amarillo	0.4
Austin-Round Rock-San Marcos	11.0
Beaumont-Port Arthur	1.0
Brownsville-Harlingen	1.2
College Station-Bryan	0.2
Corpus Christi	1.8
Dallas-Plano-Irving	24.6
El Paso	2.2
Fort Worth-Arlington	5.0
Houston-Baytown-Sugar Land	25.8
Killeen-Temple-Fort Hood	0.2
Laredo	0.4
Longview	0.2
Lubbock	1.2
McAllen-Edinburgh-Pharr	0.2
Midland	0.6
Odessa	0.2
San Angelo	0.2
San Antonio-New Braunfels	6.0
Sherman-Denison	0.4
Texarkana	0.4
Tyler	0.4
Victoria	0.2
Non-Metro Counties	16.2

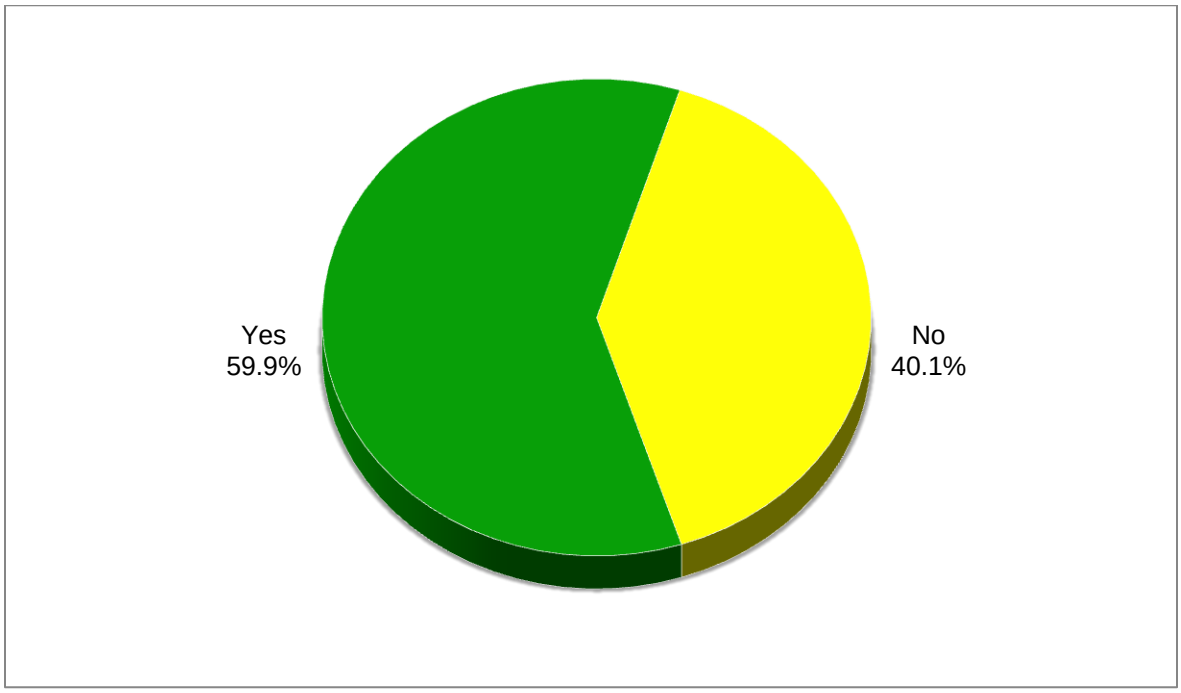
- Sixty-seven percent of the respondents worked in one of the top four MSAs: Austin-Round Rock (11.0 percent), Dallas-Plano-Irving (24.6 percent), Houston-Baytown-Sugar Land (25.8 percent), and San Antonio (6.0 percent). For cross-tabulations, MSA categories with less than a count of 20 were collapsed into one "other" category. The crosstab categories are Austin-Round Rock-San Marcos, Dallas-Plano-Irving, Fort Worth-Arlington, Houston-Baytown-Sugar Land, San Antonio-New Braunfels, Non-Metro Counties, and Other.

* This finding is not weighted.

IV. SERVICES PROVIDED

Free Services

Figure 1
Performed Free Legal or Indirect Services in 2012
(n=500)



- Respondents were asked if, in the year 2012, they performed any free legal services for the poor or free indirect legal services that substantially benefited the poor. As shown in Figure 1, 59.9 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 (35.8 percent) were less likely than other respondents to report performing free legal or indirect services benefiting the poor (see Table 2). Respondents working for rural/all occupations practice (74.7 percent) were most likely to report performing this type of service.
- Respondents practicing in the San Antonio-New Braunfels MSA (76.7 percent) and other MSA's (74.1 percent) were most likely to report providing free services.
- Respondents in private law practice (73.0 percent) were more likely than other respondents to perform pro bono work.
- Male respondents (66.1 percent) were more likely than female (48.3 percent) respondents to perform pro bono work.

Table 2
Performed Free Legal or Indirect Services in 2012
by Selected Demographics
(n=500)

	Percentage responding	
	Yes	No
All Responding	59.9	40.1
Type of practice		
Rural/All Occupations	74.7	25.3
Urban/Non-Private Practice	35.8	64.2
Urban/Private/Small Firm	74.2	25.8
Urban/Private/Medium Firm	66.7	33.3
Urban/Private/Large Firm	72.0	28.0
MSA		
Austin-Round Rock-San Marcos	45.5	54.5
Dallas-Plano-Irving	70.7	29.3
Fort Worth-Arlington	40.0	60.0
Houston-Baytown-Sugar Land	58.1	41.9
San Antonio-New Braunfels	76.7	23.3
Non-Metro Counties	66.7	33.3
Other	74.1	25.9
Occupation		
Private Law Practice	73.0	27.0
Government Attorney	22.8	77.2
Corp/In-house Counsel	43.2	56.8
Other	57.1	42.9
Gender of respondent		
Female	48.3	51.7
Male	66.1	33.9

Table 3
Total Hours of Free Legal or Indirect Services Provided in 2012
(n=271)

	Percentage responding
1 to 10 hours	26.0
11 to 20 hours	24.9
21 to 30 hours	11.8
31 to 40 hours	10.8
11 to 50 hours	8.2
51 hours or more	18.3

- Respondents who performed free legal or indirect services in 2012 were asked to approximate the total number of hours they provided. As shown in Table 3, over fifty percent of those respondents indicated that they provided between 1 and 20 hours of service.
- The average number of hours was 49.0 hours (see Table 4). The highest average hours (158.2) were recorded by respondents practicing in other occupations.

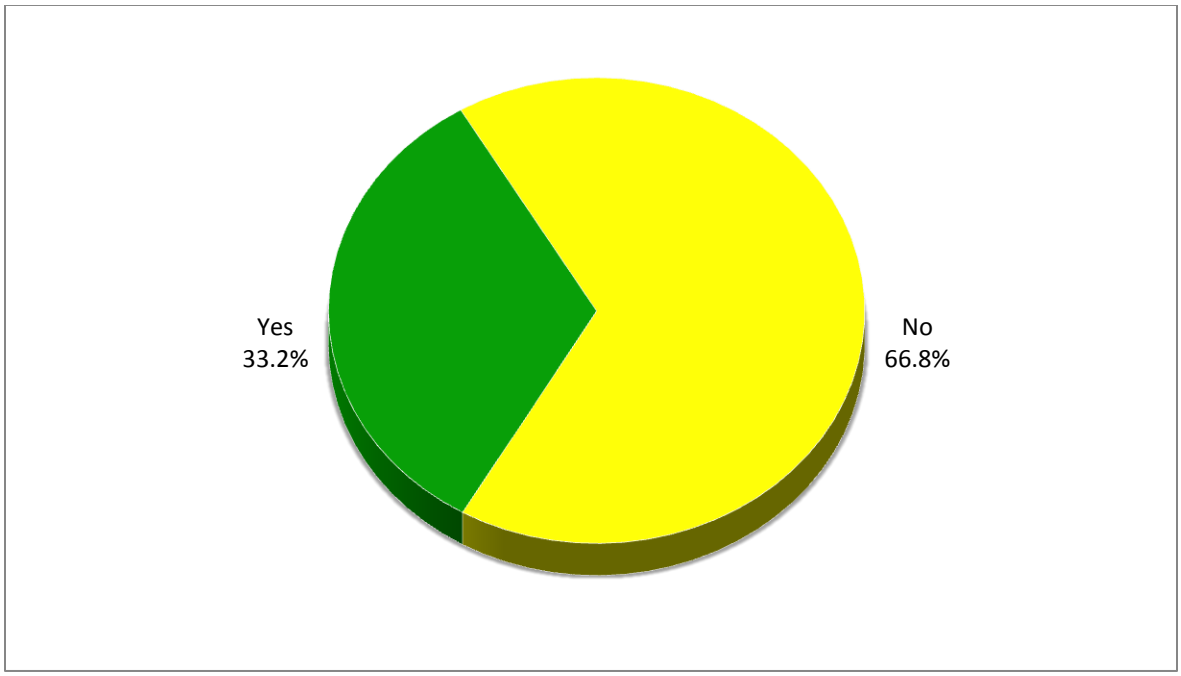
Table 4
Average Total Hours of Free Legal or Indirect Services Provided in 2012
by Selected Demographics
(n=271)

	Average Total Hours
All Responding	49.0
Occupation	
Private Law Practice	41.4
Government Attorney	36.5
Corporate/In-house Counsel	16.9
Other	158.2
Gender of respondent	
Female	70.2
Male	40.5

- The total estimated hours of free legal or indirect services to the poor in 2012 was 2,042,135 hours. This estimate is obtained by multiplying the estimate of 41,685 attorneys in Texas who provided free legal or indirect services (59.9 percent of active in-state attorneys whose occupation was identified) by the average of 49.0 hours (actually 48.9900547934891) 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 2,422,973.

Reduced Fee Services

Figure 2
Performed Legal Services at a Substantially Reduced Fee
(n=497)



- Respondents were asked if, in the year 2012, they performed any legal services at a substantially reduced fee that benefited the poor. As shown in Figure 2, 33.2 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. Respondents from small, urban, private practices (61.4 percent) were more likely than other practice types to report performing legal services at a substantially reduced fee (see Table 5). More than half (54.3 percent) of respondents from other metro counties MSAs reported performing legal services at a substantially reduced fee compared to smaller percentages of respondents from four of the largest MSA's. The San Antonio MSA reported performing nearly as many hours of reduced fee services as other metro counties (53.3 percent). Respondents in private practice (47.3 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=497)

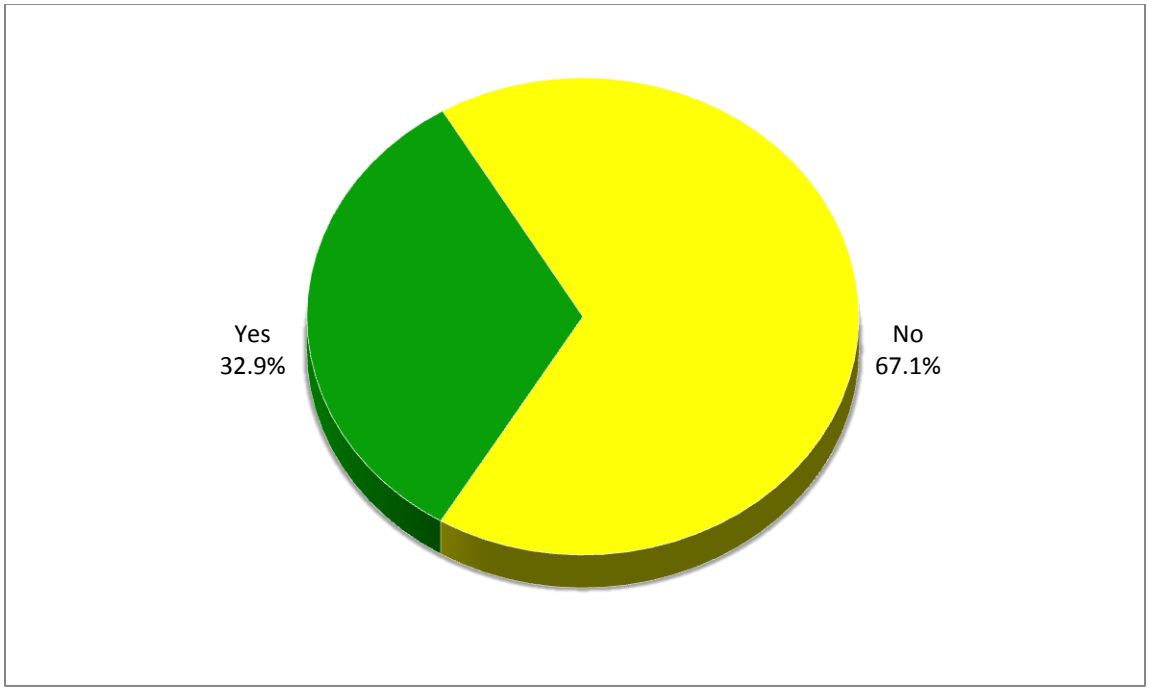
	Percentage responding	
	Yes	No
All Responding	33.2	66.8
Type of Practice		
Rural/All Occupations	54.7	45.3
Urban/Non-Private Practice	7.5	92.5
Urban/Private/Small Firm	61.4	38.6
Urban/Private/Medium Firm	33.3	66.7
Urban/Private/Large Firm	12.2	87.8
MSA		
Austin-Round Rock-San Marcos	12.7	87.3
Dallas-Plano-Irving	30.1	69.9
Fort Worth-Arlington	28.0	72.0
Houston-Baytown-Sugar Land	29.4	70.6
San Antonio	53.3	46.7
Non-Metro Counties	52.6	47.4
Other	54.3	45.7
Occupation		
Private Law Practice	47.3	52.7
Government Attorney	3.3	96.7
Corp/In-house Counsel	2.3	97.7
Other	21.4	78.6
Gender of respondent		
Female	26.1	73.9
Male	37.1	62.9

Table 6
Total Hours of Legal Services Provided at Substantially Reduced Fee
(n=140)

	Percentage responding
1 to 10 hours	12.3
11 to 20 hours	20.4
21 to 30 hours	11.8
31 to 40 hours	9.1
41 to 50 hours	17.1
51 hours or more	29.3

- Respondents who performed legal services at a substantially reduced fee in 2012 were asked to approximate the total number of hours they provided. As shown in Table 6, 29.3 percent of those respondents indicated that they provided 51 or more hours of service.
- The average total hours of legal services provided at a substantially reduced fee averaged 76.8. There were no statistically significant differences among demographic groups.
- The total estimated hours of legal services at a substantially reduced fee in 2012 was 1,778,777 hours. This estimate is obtained by multiplying the estimate of 23,148 attorneys in Texas who provided legal services at a substantially reduced fee (33.2 percent of active in-state attorneys whose occupation was identified) by the average of 76.8 hours (actually 76.8423848369103) of legal services at a substantially reduced fee. If all Texas attorneys – including those whose occupations were not identified – are included in the calculation, the total number of estimated hours of legal services at a substantially reduced fee provided increases to 2,110,502.

Figure 3
Recorded Hours of Pro Bono Legal Services Rendered in 2012
(n=309)



- Respondents were asked if they had recorded their hours or otherwise kept track of the pro bono legal services they rendered during 2012. Thirty-two of the respondents indicated that they had (see Figure 3).
- As shown in Table 7, the percentage of the respondents who said they had recorded their hours of pro bono legal services in 2012 was highest among respondents in an urban, large firm, private practice (66.7 percent), respondents who were between the age of 24 and 35 (55.4 percent), and have been licensed for 2 to 6 years (54.5 percent). The percentage recording their hours declined with smaller and more rural firms. The percentage generally decreased as the years licensed to practice law and the age of the respondent increased.

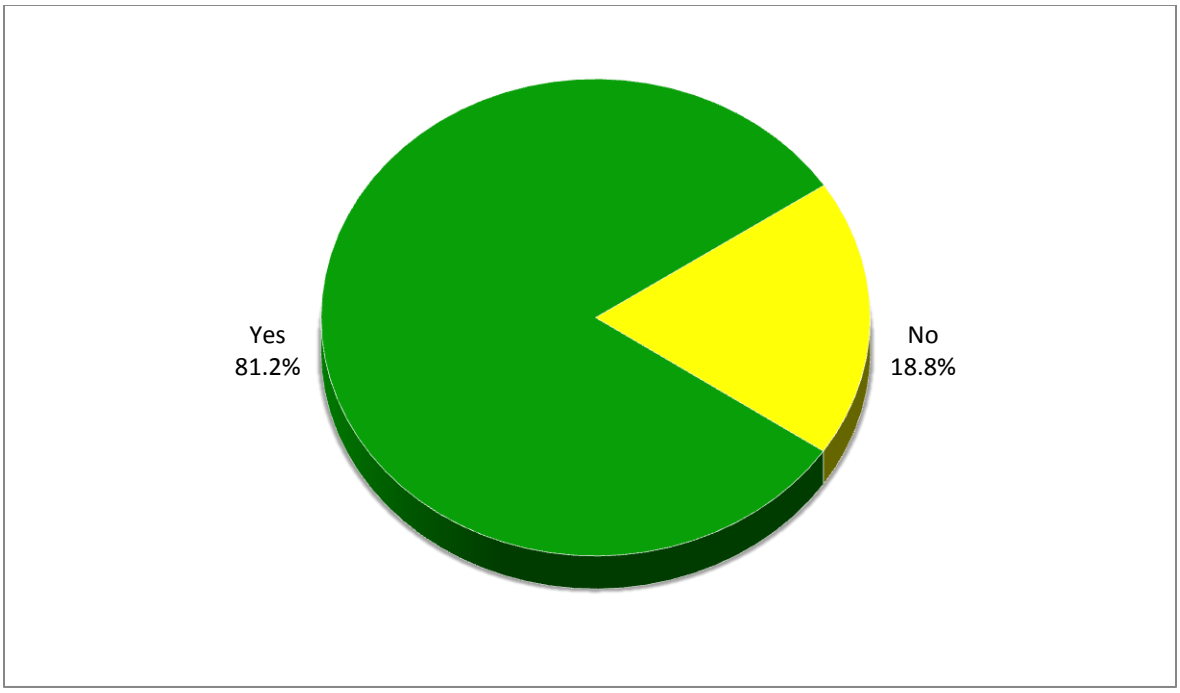
Table 7
Recorded Hours of Pro Bono Legal Serviced Rendered in 2012
by Selected Demographics
(n=309)

	Percentage responding	
	Yes	No
All Responding	32.9	67.1
Type of practice		
Rural/All Occupations	23.2	76.8
Urban/Non-Private Practice	27.3	72.7
Urban/Private/Small Firm	26.4	73.6
Urban/Private/Medium Firm	33.3	66.7
Urban/Private/Large Firm	66.7	33.3
Occupation		
Private Law Practice	34.6	65.4
Government Attorney	13.0	87.0
Corp/In-house Counsel	15.8	84.2
Other	48.0	52.0
MSA		
Austin-Round Rock-San Marcos	52.0	48.0
Dallas-Plano-Irving	38.5	61.5
Fort Worth-Arlington	40.0	60.0
Houston-Baytown-Sugar Land	42.9	57.1
San Antonio-New Braunfels	28.0	72.0
Non-Metro Counties	10.5	89.5
Other	23.3	76.7
Years licensed		
2 thru 6	54.5	45.5
7 thru 10	44.4	55.6
11 thru 15	32.5	67.5
16 thru 20	31.0	69.0
21 thru 25	23.9	76.1
26 thru 70	23.2	76.8
Gender of respondent		
Female	43.0	57.0
Male	28.6	71.4
Age of respondent		
24 to 35	55.4	44.6
36 to 45	32.2	67.8
46 to 55	26.3	73.7
56 to 65	29.6	70.4
66 to 88	18.9	81.1

V. TYPES OF SERVICES PROVIDED

Civil Matters

Figure 4
Performed Free Legal Services in Civil Matters
(n=312)



- Respondents who had performed legal services either free or at a reduced rate fee in 2012 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, 81.2 percent of the respondents reported providing free legal services in civil matters.
- There were no significantly significant differences among demographic groups.

Table 8
Total Hours of Free Legal Services Provided in Civil Matters
(n=221)

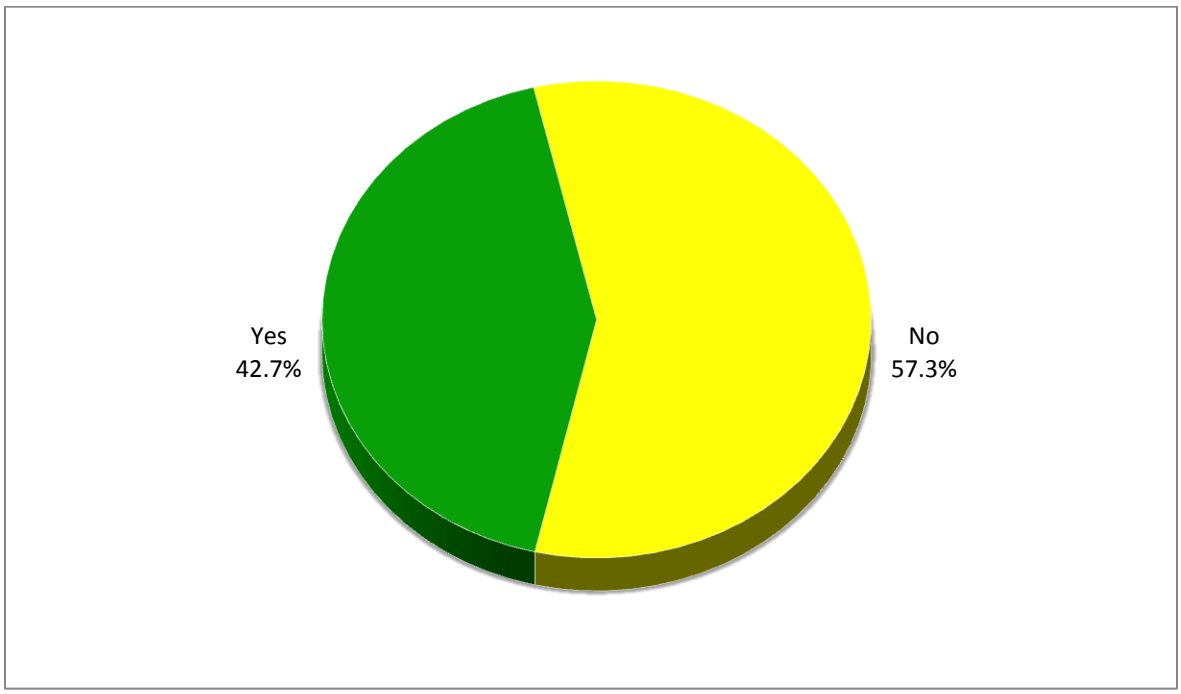
	Percentage responding
1 to 10 hours	31.4
11 to 20 hours	27.9
21 to 30 hours	9.3
31 to 40 hours	10.7
41 to 50 hours	6.6
51 hours or more	14.1

- Respondents who performed free legal services in civil matters were asked to approximate the total number of hours they provided. As shown in Table 8, 31.4 percent of those respondents indicated that they provided 1 to 10 hours of service.
- As shown in Table 9, the average hours of free legal services provided in civil matters was 42.3. Respondents of Other occupations (113.0 hours) provided higher average hours than respondents who were in a private law practice (38.2 percent), government attorney (32.1 percent) or corporate/in-house counsel (12.4 percent).

Table 9
Average Total Hours of Free Legal Services Provided in Civil Matters
by Selected Demographics
(n=221)

	Average Total Hours
All Responding	42.3
Occupation	
Private Law Practice	38.2
Government Attorney	35.1
Corp/In-house Counsel	12.4
Other	113.0

Figure 5
Performed Legal Services in Civil Matters at a Reduced Fee
(n=309)



- Respondents who had performed legal services either free or at a reduced rate fee in 2012 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, 42.7 percent of the respondents answered, "yes."
- Respondents in rural/all occupations practices (59.6 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). The percentage of respondents reporting provision of legal services to the poor in civil matters at a substantially reduced fee and without expectation of additional compensation was higher among respondents practicing in the Fort Worth-Arlington MSA (70.0 percent) and private law practice (49.8 percent).

Table 10
Performed Legal Services in Civil Matters at a Reduced Fee
by Selected Demographics
(n=309)

	Percentage responding	
	Yes	No
All Responding	42.7	57.3
Type of Practice		
Rural/All Occupations	59.6	40.4
Urban/Non-Private Practice	15.9	84.1
Urban/Private/Small Firm	58.7	41.3
Urban/Private/Medium Firm	51.0	49.0
Urban/Private/Large Firm	13.0	87.0
MSA		
Austin-Round Rock-San Marcos	23.1	76.9
Dallas-Plano-Irving	31.9	68.1
Fort Worth-Arlington	70.0	30.0
Houston-Baytown-Sugar Land	37.3	62.7
San Antonio-New Braunfels	44.0	56.0
Non-Metro Counties	69.2	30.8
Other	60.7	39.3
Occupation		
Private Law Practice	49.8	50.2
Government Attorney	4.3	95.7
Corp/In-house Counsel	0.0	100.0
Other	44.0	56.0

Table 11
Total Hours of Legal Services Provided
in Civil Matters at Reduced Fee
(n=115)

	Percentage responding
1 to 10 hours	16.5
11 to 20 hours	23.6
21 to 30 hours	13.1
31 to 40 hours	11.7
41 to 50 hours	13.9
51 hours or more	21.2

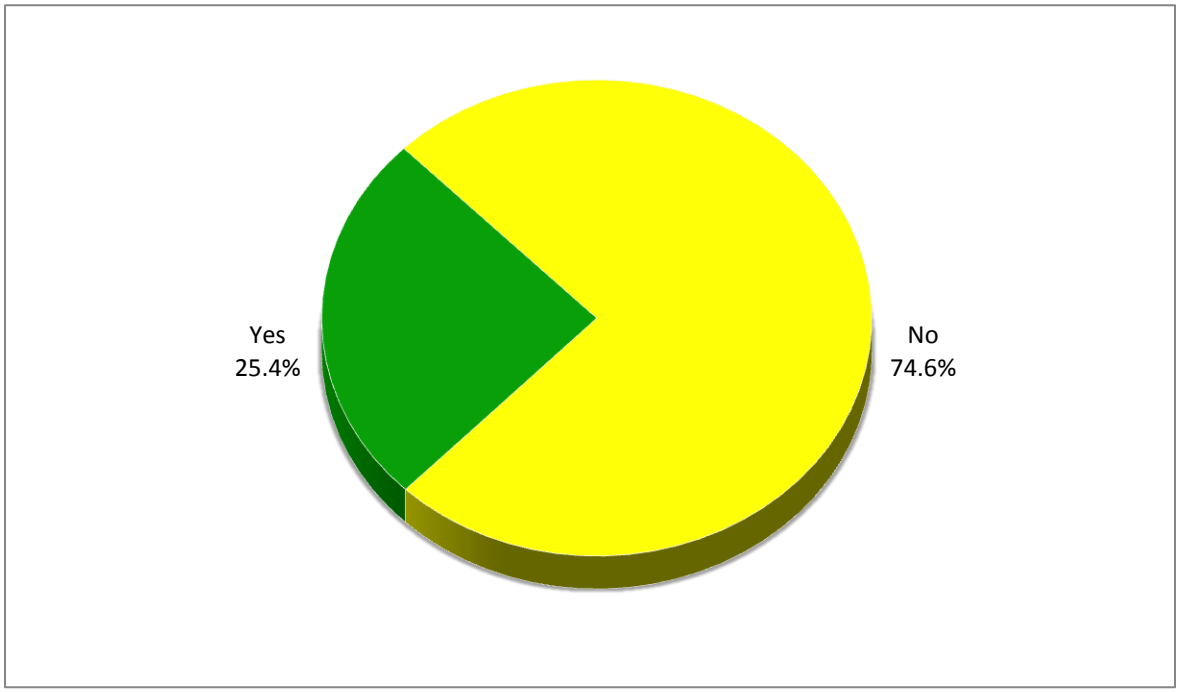
- Respondents who performed legal services in civil matters at a substantially reduced rate were asked to approximate the total number of hours they provided. Twenty-three percent of those respondents indicated that they provided between 11 and 20 hours of service (see Table 11).
- As shown in Table 12, the average hours of free legal services provided in civil matters was 47.7. Respondents of non-private, urban practices (94.7 hours) provided higher average hours than respondents working in rural/all occupations practice (24.2 percent).The average number of hours generally decreased as the size of the urban, private practice increased.

Table 12
Average Total Hours of Legal Services Provided
in Civil Matters at Reduced Fee
by Selected Demographics
(n=115)

	Average Total Hours
All Responding	47.7
Type of Practice	
Rural/All Occupations	24.2
Urban/Non-Private Practice	94.7
Urban/Private/Small Firm	48.6
Urban/Private/Medium Firm	36.5
Urban/Private/Large Firm	31.0

Criminal Matters

Figure 6
Performed Free Legal Services in Criminal Matters
(n=313)



- Respondents who had performed legal services either free or at a reduced rate fee in 2012 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, 25.4 percent of the respondents indicated they provided free legal services.
- Respondents in a rural/all occupations practice (39.7 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 13). The percentage was also higher among respondents practicing in other MSAs (38.7 percent), and male respondents (28.6 percent).

Table 13
Performed Free Legal Services in Criminal Matters
by Selected Demographics
(n=313)

	Percentage responding	
	Yes	No
All Responding	25.4	74.6
Type of Practice		
Rural/All Occupations	39.7	60.3
Urban/Non-Private Practice	15.9	84.1
Urban/Private/Small Firm	33.1	66.9
Urban/Private/Medium Firm	21.6	78.4
Urban/Private/Large Firm	11.1	88.9
MSA		
Austin-Round Rock	11.5	88.5
Dallas-Plano-Irving	20.9	79.1
Fort Worth-Arlington	20.0	80.0
Houston-Baytown-Sugar Land	23.1	76.9
San Antonio-New Braunfels	28.0	72.0
Non-Metro Counties	38.5	61.5
Other	38.7	61.3
Gender		
Female	18.1	81.9
Male	28.6	71.4

Table 14
Total Hours of Free Legal Services Provided in Criminal Matters
(n=70)

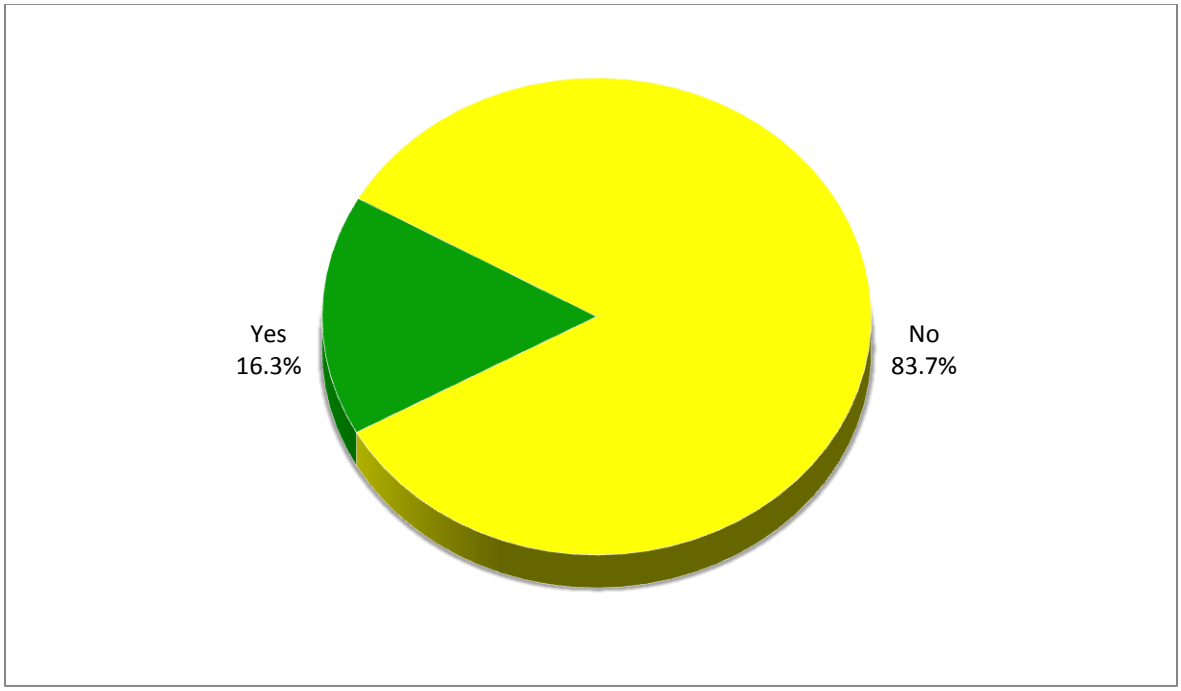
	Percentage responding
1 to 10 hours	43.3
11 to 20 hours	18.3
21 to 30 hours	10.6
31 to 40 hours	10.7
41 to 50 hours	4.6
51 hours or more	12.5

- Respondents who performed free legal services in criminal matters were asked to approximate the total number of hours they provided. Forty-three percent of those respondents indicated that they provided 1 to 10 hours of service (see Table 14).
- As shown in Table 15, the average number of hours provided was 34.0 hours. Respondents of urban, private, large firms (87.2 hours) provided higher average hours than respondents who were in other types of practice. Urban, non-private practices provided the lowest average hours (4.8 percent) of respondents in all other types of practice.

Table 15
Average Total Hours of Free Legal Services Provided in Criminal Matters
by Selected Demographics
(n=71)

	Average Total Hours
All Responding	34.0
Type of Practice	
Rural/All Occupations	23.4
Urban/Non-Private Practice	4.8
Urban/Private/Small Firm	38.5
Urban/Private/Medium Firm	14.5
Urban/Private/Large Firm	87.2

Figure 7
Performed Legal Services in Criminal Matters at a Reduced Fee
(n=313)



- Respondents who had performed legal services either free or at a reduced rate fee in 2012 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, 16.3 percent of the respondents answered, "yes."
- Respondents in a rural/all occupations practice (32.8 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 16). The percentages providing reduced-fee legal services to the poor for criminal matters were higher among respondents practicing in other MSAs (32.3 percent) and those in a private law practice (19.4 percent).

Table 16
Performed Legal Services in Criminal Matters at a Reduced Rate
by Selected Demographics
(n=313)

	Percentage responding	
	Yes	No
All Responding	16.3	83.7
Type of Practice		
Rural/All Occupations	32.8	67.2
Urban/Non-Private Practice	4.5	95.5
Urban/Private/Small Firm	26.6	73.4
Urban/Private/Medium Firm	7.8	92.2
Urban/Private/Large Firm	0.0	100.0
MSA		
Austin-Round Rock	0.0	100.0
Dallas-Plano-Irving	11.0	89.0
Fort Worth-Arlington	0.0	100.0
Houston-Baytown-Sugar Land	15.4	84.6
San Antonio-New Braunfels	20.0	80.0
Non-Metro Counties	28.2	71.8
Other	32.3	67.7
Occupation		
Private Law Practice	19.4	80.6
Government Attorney	0.0	100.0
Corp/In-house Counsel	5.6	94.4
Other	8.3	91.7

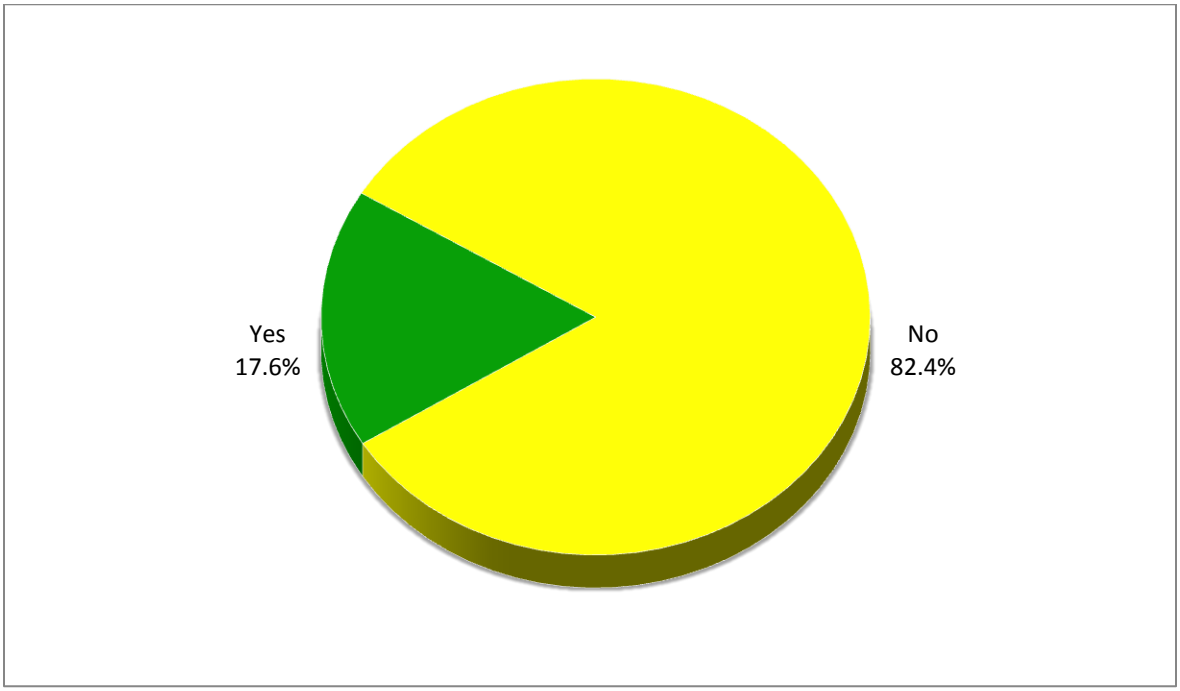
Table 17
Total Hours of Legal Services Provided
in Criminal Matters at Reduced Fee
(n=43)

	Percentage responding
1 to 10 hours	24.5
11 to 20 hours	14.5
21 to 30 hours	9.0
31 to 40 hours	6.1
41 to 50 hours	11.7
51 hours or more	34.2

- 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 17, 34.2 percent of those respondents indicated that they provided 51 or more hours of service.
- The average total hours of service provided in criminal matters at a substantially reduced rate fee averaged 102.8. There were no statistically significant differences among demographic groups.

Unsolicited Court Appointment

Figure 8
Provided Legal Services by Unsolicited Court Appointment
(n=310)



- Respondents who had performed legal services either free or at a reduced rate fee in 2012 were asked if they had provided legal services to the poor by unsolicited court appointment. As shown in Figure 8, 17.6 percent of the respondents indicated they provided such services.
- Respondents in a rural/all occupations practice (29.8 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 18). The percentage was higher among respondents working in other MSAs (31.1 percent).

Table 18
Performed Legal Services by Unsolicited Court Appointment
by Selected Demographics
(n=310)

	Percentage responding	
	Yes	No
All Responding	17.6	82.4
Type of Practice		
Rural/All Occupations	29.8	70.2
Urban/Non-Private Practice	9.1	90.9
Urban/Private/Small Firm	24.4	75.6
Urban/Private/Medium Firm	12.0	88.0
Urban/Private/Large Firm	7.5	92.5
MSA		
Austin-Round Rock	11.5	88.5
Dallas-Plano-Irving	11.4	88.6
Fort Worth-Arlington	20.0	80.0
Houston-Baytown-Sugar Land	11.5	88.5
San Antonio-New Braunfels	24.0	76.0
Non-Metro Counties	30.8	69.2
Other	31.1	68.9

Table 19
Total Hours of Legal Services Provided
by Unsolicited Court Appointment
(n=47)

	Percentage responding
1 to 10 hours	19.2
11 to 20 hours	13.6
21 to 30 hours	15.7
31 to 40 hours	0.6
41 to 50 hours	13.3
51 hours or more	37.6

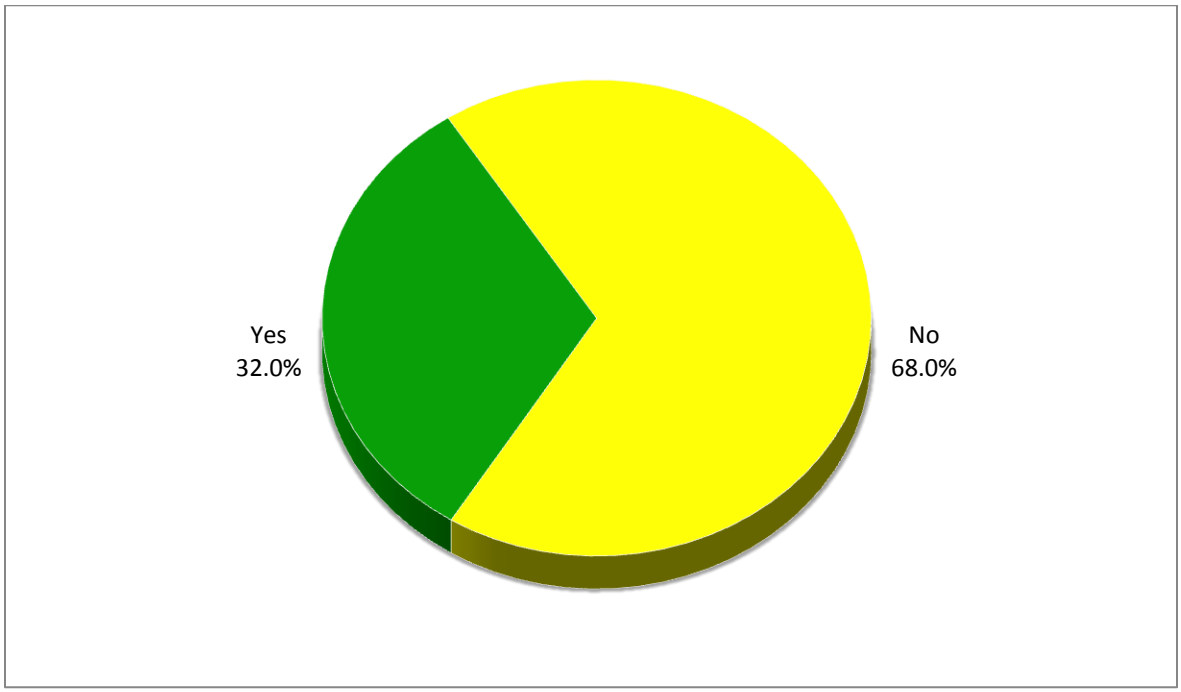
- Respondents who provided legal services to the poor by unsolicited court appointment were asked to approximate the total number of hours they provided. Thirty-seven percent of those respondents indicated that they provided 51 or more hours of service (see Table 19).
- The average number of hours provided was 185.5 (see Table 20). Respondents between 24 to 35 years of age (571.5 hours) provided higher average hours than older respondents. Respondents between the ages of 46 to 55 (304.5 hours) also reported a high average number of hours by unsolicited court appointment.

Table 20
Average Total Hours of Legal Services Provided by
Unsolicited Court Appointment
by Selected Demographics
(n=47)

	Average Total Hours
All Responding	185.5
Age of respondent	
24 to 35	571.5
36 to 45	67.6
46 to 55	304.5
56 to 65	54.9
66 to 88	52.2

Charitable, Public-Interest Organization

Figure 9
Provided Legal Services to Charitable, Public-Interest Organization
(n=309)



- Respondents who had performed legal services either free or at a reduced rate fee in 2012 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, 32.0 percent of the respondents indicated they provided uncompensated services to this type of organization.
- Respondents practicing in urban, large, private firms (54.7 percent), urban, medium, private firms (39.2 percent), and male respondents (37.5 percent) were most likely to report providing legal services to a charitable, public-interest organization that addresses the needs of poor persons (see Table 21).

Table 21
Provided Legal Services to Charitable, Public-Interest Organization
by Selected Demographics
(n=309)

	Percentage responding	
	Yes	No
All Responding	32.0	68.0
Type of Practice		
Rural/All Occupations	29.8	70.2
Urban/Non-Private Practice	30.2	69.8
Urban/Private/Small Firm	24.4	75.6
Urban/Private/Medium Firm	39.2	60.8
Urban/Private/Large Firm	54.7	45.3
Gender		
Female	19.4	80.6
Male	37.5	62.5

Table 22
Total Hours of Uncompensated Legal Services to Charitable, Public-Interest Organization
(n=90)

	Percentage responding
1 to 10 hours	34.3
11 to 20 hours	26.9
21 to 30 hours	11.7
31 to 40 hours	9.1
41 to 50 hours	8.3
51 hours or more	9.7

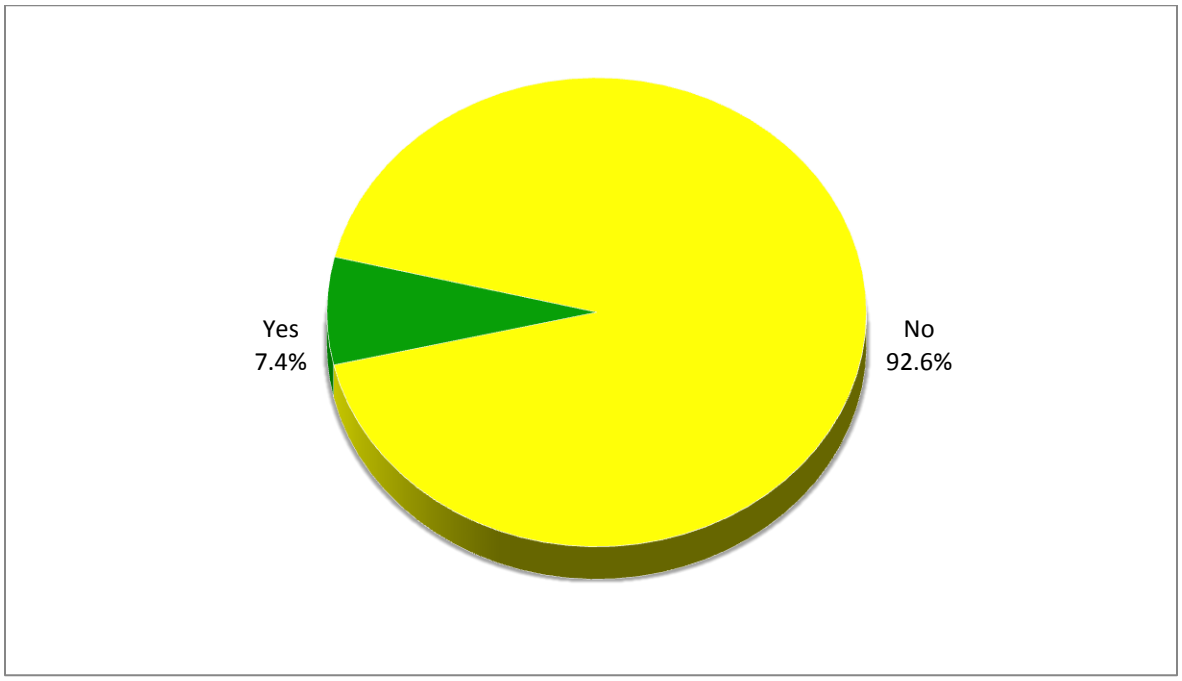
- Respondents who provided uncompensated legal services to a charitable, public-interest organization that addresses the needs of poor persons were asked to approximate the total number of hours they provided. Thirty-four percent of those respondents indicated that they provided 1 to 10 hours of service (see Table 22).
- The average number of hours provided was 34.2 (see Table 23). Respondents practicing in other occupations (107.1 hours) and those age of 24 to 35 (102.9 hours) averaged the highest number of hours.

Table 23
Total Hours Provided Free to Charitable, Public-Interest Organization
by Selected Demographics
(n=90)

	Average Total Hours
All Responding	34.2
Occupation	
Private Law Practice	26.5
Government Attorney	28.5
Corp/In-house Counsel	16.0
Other	107.1
Age of respondent	
24 to 35	102.9
36 to 45	24.1
46 to 55	21.2
56 to 65	22.1
66 to 88	32.2

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 2012 were asked if they had provided uncompensated legislative, administrative or systems advocacy on behalf of poor persons. As shown in Figure 10, 7.4 percent of the respondents indicated they provided uncompensated advocacy.
- There were no statistically significant differences among demographic groups for this type of service.

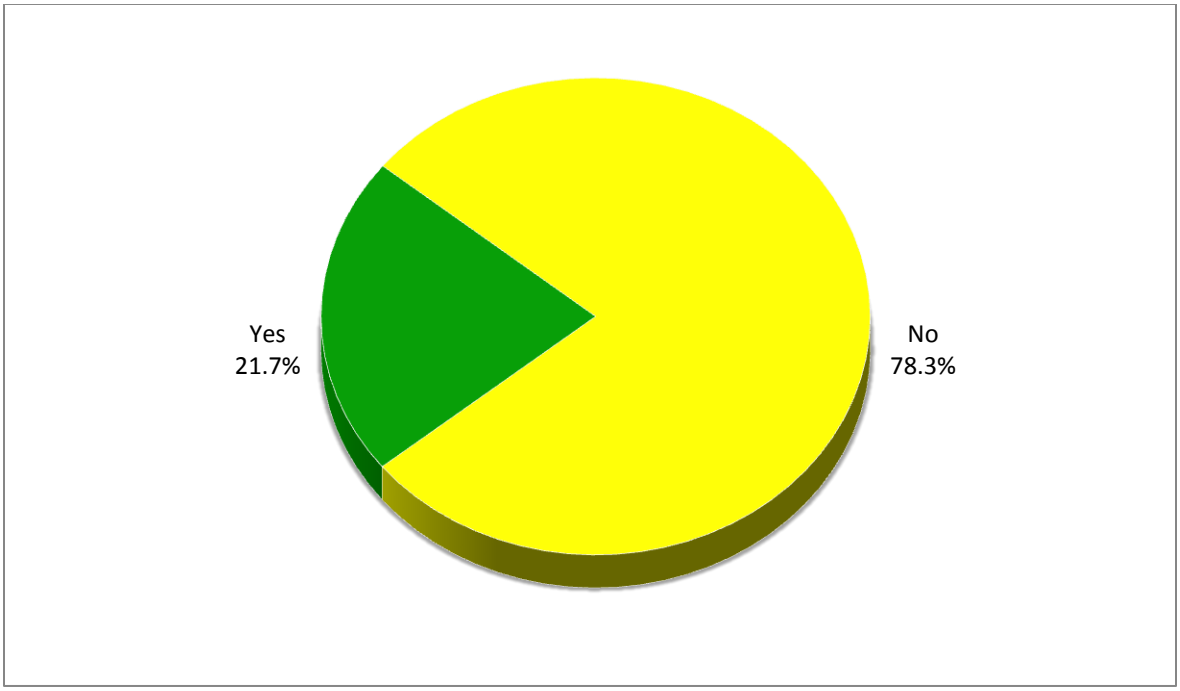
Table 24
Total Hours of Uncompensated Legislative, Administrative Or Systems Advocacy
(n=19)

	Percentage responding
1 to 10 hours	54.8
11 to 20 hours	8.7
21 to 30 hours	4.1
31 to 40 hours	0.0
41 to 50 hours	8.3
51 hours or more	24.1

- 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. Over half (54.8 percent) of the 19 respondents indicated that they provided 1 to 10 hours of service (see Table 24).
- The average number of hours of uncompensated legislative, administrative or systems advocacy was 41.8 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=309)



- Respondents who had performed legal services either free or at a reduced rate fee in 2012 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, 21.7 percent of the respondents indicated that they provided these kinds of services.
- Respondents who were “other” ethnicity (37.0 percent) were most likely to report providing legal services to a charitable, public-interest organization that addresses the needs of poor persons (see Table 25).

Table 25
Provided Legal Services to Simplify, Increase Availability and Quality of Legal Services by Selected Demographics
(n=292)

	Percentage responding	
	Yes	No
All Responding	21.7	78.3
Ethnicity		
Caucasian	17.2	82.8
Other	37.0	63.0

Table 26
Total Hours to Simplify, Increase Availability and Quality of Legal Services
(n=59)

	Percentage responding
1 to 10 hours	50.1
11 to 20 hours	19.7
21 to 30 hours	7.7
31 to 40 hours	5.5
41 to 50 hours	7.5
51 hours or more	9.4

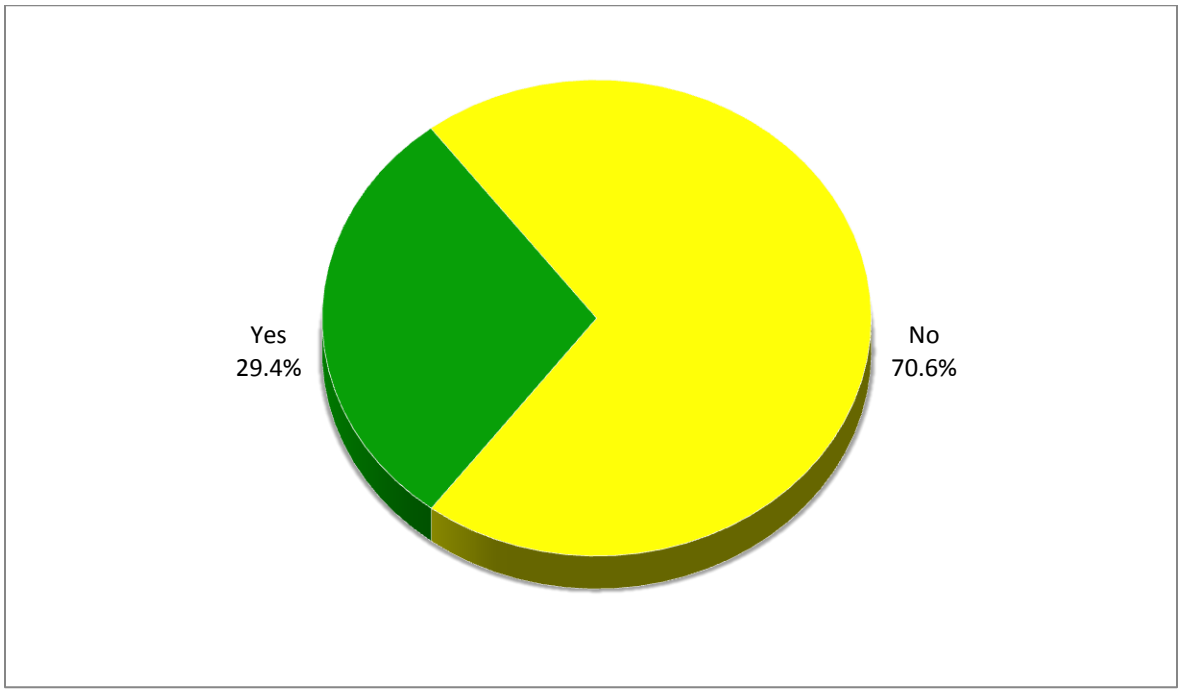
- Respondents who provided uncompensated services that help simplify the legal process, or increase the availability and quality of legal services to poor persons were asked to approximate the total number of hours they provided. Half of those respondents indicated that they provided 1 to 10 hours of service (see Table 26).
- As shown in Table 27, 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 23.8 hours. Respondents in other occupations (67.5 hours) and those practicing in the Fort Worth-Arlington MSA (150.0 hours) reported the highest average hours spent doing these services.

Table 27
Average Total Hours to Simplify, Increase Availability and Quality of Legal Services by Selected Demographics
(n=59)

	Average Hours
All Responding	23.8
Occupation	
Private Law Practice	20.6
Government Attorney	11.1
Corp/In-house Counsel	13.0
Other	67.5
MSA	
Austin-Round Rock	17.0
Dallas-Plano-Irving	19.4
Fort Worth-Arlington	150.0
Houston-Baytown-Sugar Land	15.6
San Antonio-New Braunfels	54
Non-Metro Counties	19.3
Other	16.8

Financial Contributions

Figure 12
Made Financial Contributions or Paid Expenses
(n=486)



- 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, 29.4 percent of the respondents answered, "yes."
- Respondents working in an urban, non-private practice (12.0 percent) were less 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 28). Respondents in private practice (39.0 percent), attorneys licensed for 21 to 25 years (45.7 percent), and respondents age 56 to 65 (42.5 percent) were more likely than attorneys in other occupations or attorneys licensed for fewer years respectively to report making direct contributions and/or paying actual out-of-pocket expenses related to legal services for the poor.

Table 28
Made Financial Contributions or Paid Expenses
by Selected Demographics
(n=486)

	Percentage responding	
	Yes	No
All Responding	29.4	70.6
Type of Practice		
Rural/All Occupations	29.6	70.4
Urban/Non-Private Practice	12.0	88.0
Urban/Private/Small Firm	39.3	60.7
Urban/Private/Medium Firm	38.9	61.1
Urban/Private/Large Firm	38.7	61.3
Occupation		
Private Law Practice	39.0	61.0
Government Attorney	11.1	88.9
Corp/In-house Counsel	14.3	85.7
Other	12.2	87.8
Years Licensed		
2 or less	22.1	77.9
7 to 10	16.3	83.7
11 to 15	27.9	72.1
16 to 20	20.4	79.6
21 to 25	45.7	54.3
Over 25	34.1	65.9
Age of respondent		
24 to 35	23.1	76.9
36 to 45	18.7	81.3
46 to 55	29.6	70.4
56 to 65	42.5	57.5
66 to 81	34.0	66.0

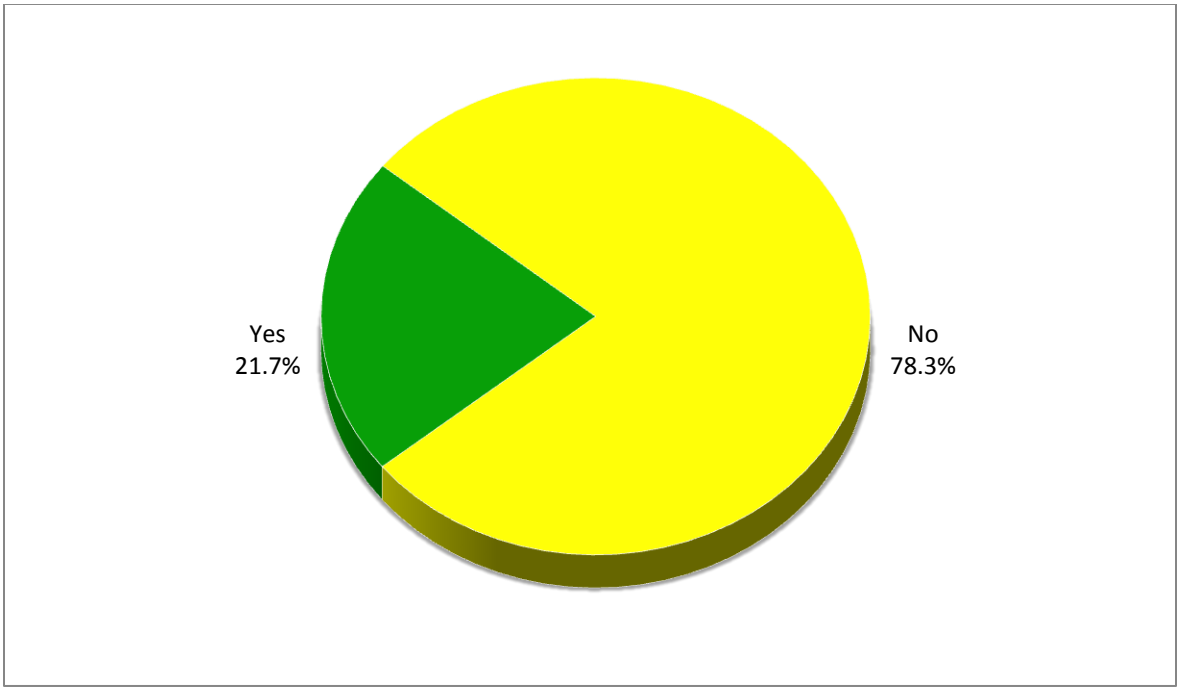
Table 29
Total Amount of Financial Contributions Made
(n=120)

	Percentage responding
$50 or Less	11.0
$51 to $100	10.6
$101 to $200	14.7
$201 to $300	12.5
$301 to $400	3.3
$401 to $500	15.8
$501 to $1,000	22.2
$1,001 to $2,000	4.5
$2,001 to $5,000	5.5

- 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 29, 22.2 percent of the respondents who made financial contributions made contributions between $501 and $1,000. Sixteen percent of the respondents who made financial contributions paid $401 to $500.
- The average financial contribution made was $615.07. The median financial contribution was $400.
- The total estimated contribution to the poor in 2012 was $11,455,390. This estimate is obtained by multiplying the estimate of 18,624 attorneys in Texas who made a financial contribution or paid expenses related to legal services to the poor (29.4 percent of active in-state attorneys whose occupation was identified) by the average of $615.07 (actually $615.0714536149283). 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 $13,255,228

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, 21.7 percent did have a comment.
- Respondents who were age 66 to 88 were more likely to indicate they had a comment or suggestion about pro bono services (see Table 30). The percentage of those with comments or suggestions generally increased as the age of the respondent increased.
- As shown in Table 31, the most frequent comments included there should be more pro bono work available to attorneys (15.6 percent). A complete listing of open-end comments appears in Appendix B.

Table 30
Have Comments/Suggestions about Pro Bono Services
by Selected Demographics
(n=500)

	Percentage responding	
	Yes	No
All Responding	21.7	78.3
Age of respondent		
24 to 35	17.4	82.6
36 to 45	19.1	80.9
46 to 55	15.1	84.9
56 to 65	27.5	72.5
66 to 88	38.5	61.5

Table 31
Topic of Comments/Suggestions about Pro Bono Services
(n=103)

	Percentage responding
Should be required	7.1
Required but not publicly disclosed	0.2
Should not be required	1.5
Don't require for financial/business reasons	2.5
A good idea but shouldn't be mandatory	6.3
Other	15.7
Information on opportunities for pro bono	8.2
Practices to encourage pro bono work	13.0
Not all practices lend themselves to pro bono work	7.6
No comment	1.4
My company doesn't let me do Pro bono	5.9
There should be more pro bono	15.6
There should be incentives	4.5
State bar is doing a good job	2.5
More funding for Pro Bono	3.9
Provide Pro Bono for more than poor people	3.9

VII. CONCLUSIONS

The 2012 State Bar of Texas survey of member attorneys reveals that sixty percent of the respondents performed free legal services for the poor or free indirect legal services that substantially benefited the poor. Thirty-three percent of the respondents reported performing some level of legal services at a substantially reduced fee that benefited the poor.

Thirty-three percent of the respondents indicated that they had recorded their hours or otherwise kept track of the pro bono legal services they rendered during 2012. Twenty-nine 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 (81.2 percent). This compared to smaller percentages of respondents who provided free legal services to charitable, public-interest organizations (32.0 percent); to simplify or, increase availability and quality of legal services (21 percent); in criminal matters (25.4 percent); by unsolicited court appointment (17.6 percent); and for legislative, administrative or systems advocacy (7.4 percent).

In all, it is estimated that Texas attorneys contributed 2.04 million to 2.42 million hours of free legal or indirect services, 1.78 million to 2.11 million hours of substantially reduced legal services, and $11.46 million to $13.26 million of contributions to legal services to the poor in 2012.

APPENDIX A: SURVEY INSTRUMENT

State Bar of Texas Pro Bono Survey (March 2013)

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 2012, 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 2012?

      _____

      (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 2012 over and above the normal expectation of your job as a public interest lawyer?"
         _____

   (b) In the year 2012, 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 2012? _____

   (c) Did you record your hours or otherwise keep track of the pro bono legal services that you rendered during 2012? ❒ 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 2012, did you provide any of the following legal services?

   (a) Legal services to the poor in <u>civil</u> 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 <u>civil</u> 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 <u>criminal</u> 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 <u>criminal</u> 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 2012, 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?

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?

Should be required

I think all lawyers should do some amount of pro bono work.

I think there should be a mandatory minimum number of hours for every lawyer.

Serving on charity boards is a great way to give back.

I would think that they had a push to provide for military veterans who returned home and were homeless. In Denton County, we have a lot of homeless vets, and we should continue that focus. There are some in-state benefits, but someone needs to help them.

I think pro bono services should be mandatory.

Every lawyer should contribute to the poor.

If the 3 percent recommendation is to have any meaning it must be a requirement.

What I've seen, I actually used to work for a pro bono service agency and I can say that they are definitely needed. Definitely need to find some kind of way other than for what makes attorneys feel good inside, they need to contribute time. Sometimes, it's difficult for the poor to maneuver through the system themselves, even when you give them the paperwork. Sometimes they don't understand it. Sometimes the socio-economic status coincides with the level of education.

I think that all lawyers of the court should do pro bono work. It's very awarding, and that it is something that all is lawyers should participate in. I also think that if more of us did this, the law system would be smoother.

Required but not publicly disclosed

Only that a lot of professionals probably do like I do- some that are not reported. I don't keep track, I don't report them but you're going to have that come up in your practice and a lot of us do that including myself. I think pro bono hours should remain voluntary but the high reporters should receive reward or recognition from the state.

Should not be required

I don't think it should be mandated. I think services should be a state obligation, instead of lawyers to fund it. People should be able to make a contribution of their jury fee for this purpose. As a government lawyer, it is hard to find time to provide these services.

I don't think reporting pro bono legal services to the Bar serve any useful function.

Don't require for financial/business reasons

There's just a varying range of different pay scales for attorneys that I'd expect someone with a firm who has the time and money to do that, some of us don't have the option of doing that.

Law firms try to make a big deal about pro bono services, but it doesn't benefit you in any way.

As a transactional lawyer and it's harder to find pro bono opportunities. I'm not equipped to handle those matters and I don't feel qualified to handle them.

A good idea but shouldn't be mandatory

A lot of the elderly folks that I talk to, I've done wills for. Their main problem is social security. They're mostly widows. One of them is a widow who has no one, and I've done wills for these types of people. I call insurance companies on their behalf. A lot of these people are older than I, and I am 80 years old. Most of them deal with taxes, but I cannot represent them in court, because I am a Municipal Judge. There's only so much I can do, as a Municipal Judge. Donating hours to persons, in criminal matters, ought to be voluntary, not mandatory. At one time, you had to donate a set amount of hours, in order to keep your license going, and that ought to be voluntary, not mandatory.

I think keeping tabs is insincere. If you are going to do it, you shouldn't pat yourself on the back by keeping tabs.

Every lawyer owes a little back to the community. I mean you can't force lawyers to do that, but somebody has to step up to the plate. People can't ever get a lawyer because they want 10,000 up front.

Keep it voluntary.

It should not be mandatory I think we do it anyway. It's more time consuming to keep up with the paperwork.

I think it's a good idea.

Other

All the computerized forms and services, actually looks like the pay for lawyers is going down. The overtime for lawyers is totally not fair. It is unfair for us not to get overtime. I actually wanted to go to Austin an bring it up. This is a straight up miscarriage and attorneys are not treated as professional as they use to be.

I think a survey like this is important because it allows the Bar to know when lawyers do work pro-bono that's not in a form that the Bar recognizes.

If you guys are going to continue to fund the Iolta accounts, it's time to get some banks and form some partnerships. I would go as far to suggest that some attorneys are operating without. It's not good for legal aid. Encouraging state partnerships with banks would be very helps.

The question about did I keep record of the hours, that should either be required you keep track and report it or stop asking the question. (The question being did you keep record of your hours.)

If I had more time, if I ever get around for retiring I'll be glad to do that.

I think the attorneys who provide pro bono would like to hear a report as to how the legal services organizations in part financed by IOLTA have spent their time and resources.

The biggest think I can think of is that our juvenile justice system does not allow for bail, and they're put into the juvenile detention centers before they have any finding of true or not true. I'm finding that the state is using this as a pre-punishment, and allows these juveniles to sit in these detention centers without any expectation of a bond. The juvenile justice system must be changed to match the U.S. constitution, as it says that ALL people are entitled to these rights.

It would be nice if the Bar assigns attorneys to pro bono services.

I think that producing forms regarding divorce cases are ridiculous and doesn't help.

I don't believe in the State Bar.

I think that the Bar should pay attention to some people that are receiving assistance from the federal government, and the state and follow up on what exactly are they doing to help the poor. They don't handle deeds; the poor don't get involved with big litigation cases. They come in to get some money to buy a lot and build a house. They don't have anybody to go to. Instead of helping those people on those matters when they're being scammed by people, they hand the money to some leaders and really it's not getting to the poor.

I think every county in the State should have at least one reasonable public defender.

There is a lot more furnished that we keep time on, the efforts to tie down a specific number of hours is nit picking.

We do a lot of pro bono and reduced fees up here so I kind of feel like that's why I'm an attorney.

Should ask simpler questions to clarify, is it ligation, divorce, criminal, civil, etc. A jury wouldn't understand these questions; let other lawyers know what other lawyers do. Ask them what they are really doing; the questions don't get them there.

I would do more if I had training in some areas. I don't have much experience in certain areas.

My firm is really committed to pro bono services and they are aware of which lawyers know how to do what. The firm makes known the opportunity to provide pro bono services in the various offices. I get notices from my firm HVLA and my office.

I wasn't practicing for a few years due to my health. I just got my license back later in 2012 and that why I don't have any pro bono hours.

See what the Supreme Court of Texas and see what the courts have done. People do not know how to use specific forms. The Supreme Court of Texas participates more, works with people and gets to know them better.

I think it would encourage more pro bono for solo practitioners if there was a malpractice coverage provided.

I'm a member of more than one Bar and I'll give you a great program Louisiana has. They take lawyer volunteers to help lawyers who are recovering from substance abuse. I think that's a great program. Let's just say a lawyer in Louisiana has been sanctioned from a disciplinary suspension and their license has been revoked and reinstated. It's like an AA teammate that they're there to help people who are trying to get back on their feet, they give them advice and encouragement. They meet with them because they're trying to reestablish their practice and recover from substance abuse. I think it's a great thing, and I don't know that we have something like that in Texas. Basically it involves just meeting with them like an AA partner. There are a number of lawyers who haven't recovered from substance abuse who do help but it's a great program. I was a resident in Louisiana for about a year and I didn't have time to get involved and I'd love to see a program like that in Texas. It's more pro bono, not helping the poor but it's helping the Bar.

Information on opportunities for pro bono

The only thing that I would offer is that there are things that people could do for themselves if the State Bar were a little more careful to put instructions on their website so that people could do it on their own. Instructions and forms need to be simpler. Most people who don't have children or property can file a petition for divorce on their own, but the order is too complicated and it has too many options.

I don't know what the volunteer programs are through the State Bar; I'd like some more information about them.

They need a better definition of what they consider "pro bono."

Make the information more available to the public. A direct contractor to tell if it is pro bono.

I think it would be beneficial to have a list of what's available. Sometimes I'm approached with questions I don't feel qualified to answer and I would like to know who to send them to for help.

I don't know what pro bono services or information is available from the state. Maybe if I knew that the DA has an attorney program or a volunteer program. I guess the different pro bono services that exist in each locality - that's not conspicuous if it does exist.

When I was in private practice, we did a lot of reduced and pro bono services. State Bar needs to develop a more well-known program to help clients and attorneys and judge at a reasonable fee.

I don't know if the Bar pays any of the pro bono services here to the county, but we do get a lot of appointments from the county, and it seems to me that they run out of money pretty quick.

I don’t like the mandatory, and I think they should tell us specific things to do. The big firms have people to handle that but the small firms don’t. They just need to let us know about specific things that we can or need to do. They should have a coordinator that works with smaller firms to keep them up to date.

Some smaller counties don't seem to understand the need for it and the willingness for people to do it. The State Bar could communicate better with smaller counties about it.

I do think that there needs to be a fairly active role in family services played in the Bar for volunteering and giving roles to individuals. I think that in terms of trying to make things more available there needs to be a liaison. I think that individuals need to be more informed so they can know that they made bad decisions and not just blame the system. There should be strong incentives to encourage civil lawyers to participate.

I'm a member of more than one Bar and I'll give you a great program Louisiana has. They take lawyer volunteers to help lawyers who are recovering from substance abuse. I think that's a great program. Let's just say a lawyer in Louisiana has been sanctioned from a disciplinary suspension and their license has been revoked and reinstated. It's like an AA teammate that they're there to help people who are trying to get back on their feet, they give them advice and encouragement. They meet with them because they're trying to reestablish their practice and recover from substance abuse. I think it's a great thing, and I don't know that we have something like that in Texas. Basically it involves just meeting with them like an AA partner. There are a number of lawyers who haven't recovered from substance abuse who do help but it's a great program. I was a resident in Louisiana for about a year and I didn't have time to get involved and I'd love to see a program like that in Texas. It's more pro bono, not helping the poor but it's helping the Bar.

Practices to encourage pro bono work

The referral organization would be well serviced by conducting more due-diligence when screening clients.

If part of what the bar is looking for us to improve is the way we report pro bono services. I think we should have a way to keep track and report it online.

I do family law. The answers about civil law should my 75hrs. Most firms count the two as separate.

I think the bar should measure up to whatever the need is.

I think we can do more. I know the Bar is pushing for more.

I think more lawyers should get involved to help the poor especially in the criminal justice system.

Churches usual have blood drives, but if they had a legal day that would help with pro bono awareness. I think that would help.

I was expecting you to say civil, criminal, and family; which is how most lawyers think of it. All my hours were in family law.

Helping the poor, I think, is pro bono work. I created a corporation that helps poor people and unemployed people find job leads and deal with whatever legal services that they need to deal with. I help them get back into the workforce faster.

I think that at least in my community, I believe that the need is being met.

I'm a municipal court prosecutor. I would provide pro bono legal services but I don't have time.

Most solo practitioners devote a lot of their time to advising clients on legal matters without compensation in the regular course of practice as opposed to attorneys who have law firms to fall back on.

The one area I think I see is family law involving custody battles where legal aid just can't get involved. One of the things I see is a parent talks to an attorney, they go to legal aid with no intention of using them and conflict them out. While the other spouse is looking, of course they're kicked out of legal aid and they don't have any money. There's got to be a way for legal aid to have attorneys to refer when they're conflicted out. The spouse B, let's just say, talks to legal aid and they say we can't help you. Spouse A doesn't hire the legal aid, they hire the attorney. It's an interesting legal maneuver. I've seen that more than one time, you know it's going on. Instead of legal aid saying we can't help you, maybe there's a way they could refer to attorneys who are willing to do pro bono work.

I think that all lawyers of the court should do pro bono work. It's very awarding, and that it is something that all is lawyers should participate in. I also think that if more of us did this, the law system would be smoother.

When I was in private practice, we did a lot of reduced and pro bono services. State Bar needs to develop a more well-known program to help clients and attorneys and judge at a reasonable fee.

I don't know if the Bar pays any of the pro bono services here to the county, but we do get a lot of appointments from the county, and it seems to me that they run out of money pretty quick.

The vast majority of pro-bono I do is landlord-tenant law. And if there were some materials on the Texas Bar site with regard to specifically landlord-tenant requirements in English and Spanish that would be fantastic. That I think is probably the biggest need in Texas is the landlord-tenant law.

Not all practices lend themselves to pro bono work

Not sure I could provide pro bono services since I'm a prosecutor for the state.

I do not have the time to participate. I do not have malpractice coverage.

Emphasis on pro bono services are unnecessary because the legal fees are set so low already. It affects a lawyer's "bottom line."

As an attorney working at a defense firm, it's just not feasible. The extra hours that I would have to spend working on a case that I'm not getting paid for are the only time of the day that I have to spend with my family.

Conflict issues create problems for attorneys to get involved in the pro bono aspect of it to some extent, because once you're involved in it, there are other parties that create tension and impact the attorney's ability to represent particular parties and entities in other areas.

This survey is very poor in regards to addressing state attorneys; needs major tweaking.

I don’t like the mandatory, and I think they should tell us specific things to do. The big firms have people to handle that but the small firms don’t. They just need to let us know about specific things that we can or need to do. They should have a coordinator that works with smaller firms to keep them up to date.

I'm a member of more than one Bar and I'll give you a great program Louisiana has. They take lawyer volunteers to help lawyers who are recovering from substance abuse. I think that's a great program. Let's just say a lawyer in Louisiana has been sanctioned from a disciplinary suspension and their license has been revoked and reinstated. It's like an AA teammate that they're there to help people who are trying to get back on their feet, they give them advice and encouragement. They meet with them because they're trying to reestablish their practice and recover from substance abuse. I think it's a great thing, and I don't know that we have something like that in Texas. Basically it involves just meeting with them like an AA partner. There are a number of lawyers who haven't recovered from substance abuse who do help but it's a great program. I was a resident in Louisiana for about a year and I didn't have time to get involved and I'd love to see a program like that in Texas. It's more pro bono, not helping the poor but it's helping the Bar.

My company doesn’t let me do pro bono work

I am Philosophically opposed to pro bono, but my job prevents me from doing it anyway.

I'm an oil and gas attorney, so I don't think I have much expertise.

I wish I could do more but I am employed by a city and I am a little bit limited in what I can and cannot do.

Those of us who are government lawyers are not allowed to do pro bono because it's considered a gift of public property or the tax payers resources. So it's not that we don't want to but we are not permitted to do it on regular working time.

I am prohibited from doing pro bono service.

There should be more pro bono

More pro bono programs for veterans.

Just that pro bono is incredibly important.

I would like to see more people involved in pro bono work.

Just that we could increase more involvement and recruiting from private attorneys to do more pro bono work and make it more available.

Keep up the good work. You are supposed to help people when you come across them. That's part of being a good neighbor.

I think it's very important.

Sometimes there is an ill fit between what is needed and what is available. I have no contact with criminal, but in terms of civil, there is not enough penetration into the Spanish-speaking community, as well as the Vietnamese community, which is the second largest minority in Houston. I wish all 3 languages were provided and serviced for.

That it's a needed thing, and my services were in state planning.

There are not many organizations that provide comprehensive immigration assistance for people. Wished the State Bar would offer more support regarding immigration issues.

I think they need to do a lot more pro bono work, more pro bono stuff along the lines of family law. I see so many people who come in, like legal aids. There over here in JP court defending someone who didn't pay for his car and we know that he didn't pay his car and a

woman who is getting beat by her husband and can't get legal aid. Family law is a big area that we need to work in.

The big civil firms should do more work.

I want to see more basic will project. It was very rewarding to participate in those projects.

There needs to be more service available to the poor. The poor are greatly underserved.

I think there needs to be pro bono programs set for mentally ill people.

Community Access to Justice is a great program to help with pro bono services. It would be better to have more programs like that.

Some smaller counties don't seem to understand the need for it and the willingness for people to do it. The State Bar could communicate better with smaller counties about it.

I do think that there needs to be a fairly active role in family services played in the Bar for volunteering and giving roles to individuals. I think that in terms of trying to make things more available there needs to be a liaison. I think that individuals need to be more informed so they can know that they made bad decisions and not just blame the system. There should be strong incentives to encourage civil lawyers to participate.

The vast majority of pro-bono I do is landlord-tenant law. And if there were some materials on the Texas Bar site with regard to specifically landlord-tenant requirements in English and Spanish that would be fantastic. That I think is probably the biggest need in Texas is the landlord-tenant law.

I think pro bono services need to be increased. I wish more attorneys would do their part. There are too many disadvantaged and poor people with legal matters. More attorneys would do pro bono if they were given CLE or incentives.

There should be incentives

I think there should be credit and recognition for court appointed cases for attorneys, or the state needs to redefine what a pro bono case is.

It should be credited in some fashion against our continuing legal education requirements.

I think it would be easier to do pro bono services if we received Bar credits.

I do think that there needs to be a fairly active role in family services played in the Bar for volunteering and giving roles to individuals. I think that in terms of trying to make things more available there needs to be a liaison. I think that individuals need to be more informed so they can know that they made bad decisions and not just blame the system. There should be strong incentives to encourage civil lawyers to participate.

I think pro bono services need to be increased. I wish more attorneys would do their part. There are too many disadvantaged and poor people with legal matters. More attorneys would do pro bono if they were given CLE or incentives.

Maybe receiving some sort of CLE credits for pro bono.

I think pro bono hours should remain voluntary but the high reporters should receive reward or recognition from the state.

State Bar is doing a good job

A lot of sections are doing a great job.

I'm a member of the State Bar Foundation and it does a lot of good.

I think the State Bar is doing a wonderful job.

More funding for Pro Bono

There is a decrease in funding in non-profit services.

The state needs to increase funding for the Fair Defense Act in the state court system.

They need to fund the Bar better. There needs to be a dedicated funding source.

I wish there was more private money that could go. I wish there were more public defenders. I think that would be a more attractive way to represent the indigent.

Provide pro bono for more than poor people

It's not just about the poor.

One thing that you didn't ask any questions about was nonprofit organizations. That's what my practice would lend itself to much more than just poor persons.

Also include non-profit hours.

I think it's important that people do pro bono services across the gamut, not just to the poor, but for many different circumstances. I think that's important as well.

I think it's important to have services available. But now, the funding seems to be sticking it to the attorneys. The poor also need plumbing and electricity and auto mechanics. Those services need to also be provided to the poor with state help; they're more needed than an attorney. Also, pro bono services seem to be oriented toward criminal work - more focus is needed for small business people, commercial services, and insurance services. I think that would be a really big benefit. Why spend 2 years of law school wasting students' time in classes? Need time for law clinics so attorneys graduate with actual experience. Too much time of law school is spent in class. That's what would actually benefit the poor.

APPENDIX C: FREQUENCIES - WEIGHT COMPARISON

Table C-1
Demographics

Demographics	Percentage (n=500)	
	Weighted	Not Weighted
Age of Respondent		
24 to 35	18.5	18.8
36 to 45	21.9	20.4
46 to 55	25.1	24.4
56 to 65	24.0	23.8
66 to 88	10.6	12.6
Gender of respondent		
Male	35.6	32.5
Female	64.4	67.5
Ethnicity		
Caucasian/Anglo	83.9	85.1
African-American	6.0	5.1
Hispanic/Latino	7.5	7.2
Asian	1.7	1.5
American-Indian/Alaska Native	0.2	0.4
Two or More Races	0.3	0.4
Other	0.3	0.2
Work Status		
Private Law Practice	64.5	71.4
Government Attorney	18.4	15.0
Full-time Judge	1.3	1.4
Law Faculty	0.3	0.2
Corporate/In-house Counsel	8.7	6.4
Other Law Related	3.2	2.4
Other Non-Law Related	1.8	1.4
Retired	0.6	0.6
Unemployed	0.2	0.4
Public Interest Lawyer	1.1	0.8
Years Licensed		
2 thru 6	17.4	17.6
7 thru 10	10.0	9.8
11 thru 15	12.3	11.2
16 thru 20	11.0	10.0
21 thru 25	14.0	13.8
26 thru 70	35.2	37.6

Demographics	Percentage (n=500)	
	Weighted	Not weighted
Type of Practice		
Rural/All Occupations	15.0	15.0
Urban/Non-Private	24.0	24.0
Urban/Private/Small Firm	31.0	31.0
Urban/Private/Medium Firm	15.0	15.0
Urban/Private/Large Firm	15.0	15.0
Metropolitan Statistical Area (MSA)*		
Amarillo	0.4	0.4
Austin-Round Rock	11.0	11.0
Beaumont-Port Arthur	1.0	1.0
Brownsville-Harlingen	1.2	1.2
College Station-Bryan	0.2	0.2
Corpus Christi	1.8	1.8
Dallas-Plano-Irving	24.6	24.6
El Paso	2.2	2.2
Fort Worth-Arlington	5.0	5.0
Houston-Baytown-Sugar Land	25.8	25.8
Killeen-Temple-Fort Hood	0.2	0.2
Laredo	0.4	0.4
Longview	0.2	0.2
Lubbock	1.2	1.2
McAllen-Edinburgh-Pharr	0.2	0.2
Midland	0.6	0.6
Odessa	0.2	0.2
San Angelo	0.2	0.2
San Antonio-New Braunfels	6.0	6.0
Sherman-Denison	0.4	0.4
Texarkana	0.4	0.4
Tyler	0.4	0.4
Victoria	0.2	0.2
Non-Metro Counties	16.2	16.2

* This finding is not weighted.

Figure C-1
Performed Free Legal or Indirect Services in 2012

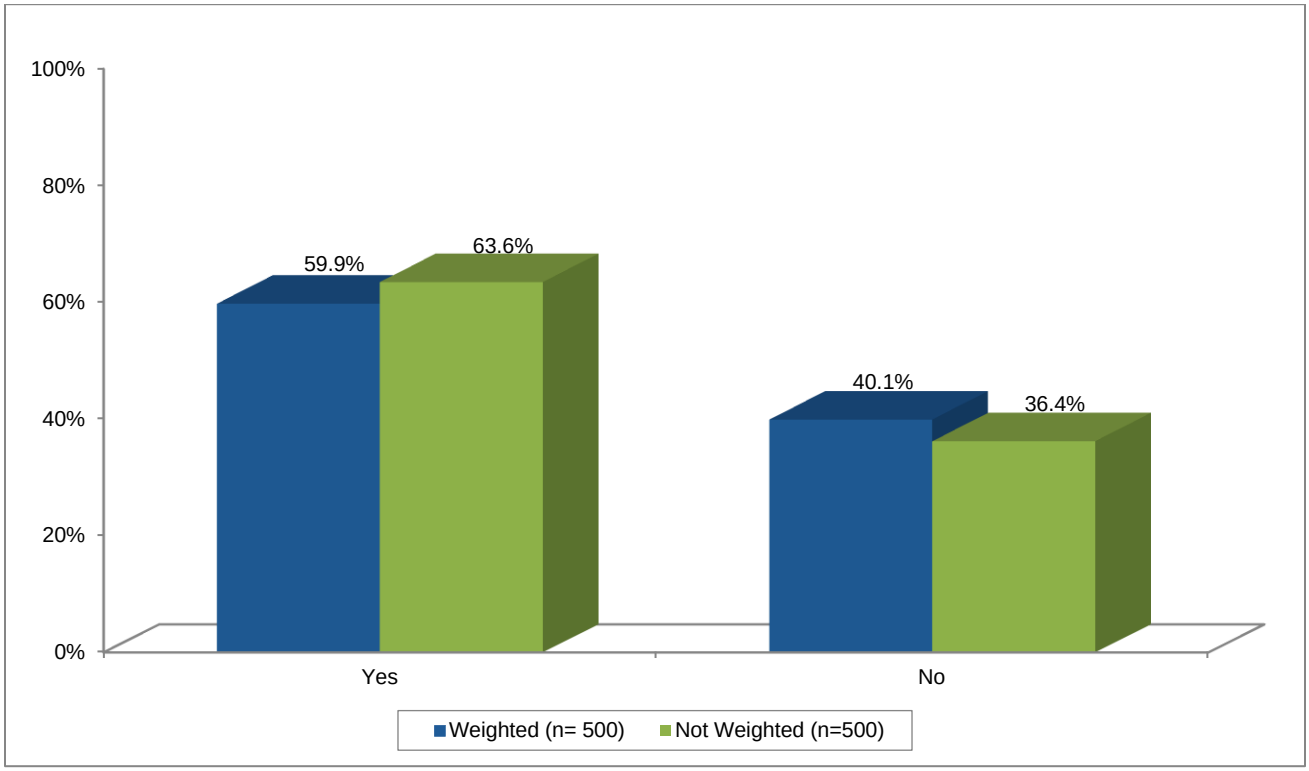


Table C-2
Total Hours of Free Legal or Indirect Services Provided in 2012

	Percentage responding	
	Weighted (n=271)	Not weighted (n=285)
1 to 10 hours	26.0	24.2
11 to 20 hours	24.9	25.3
21 to 30 hours	11.8	12.3
31 to 40 hours	10.8	10.9
41 to 50 hours	8.2	9.5
51 hours or more	18.3	17.9

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

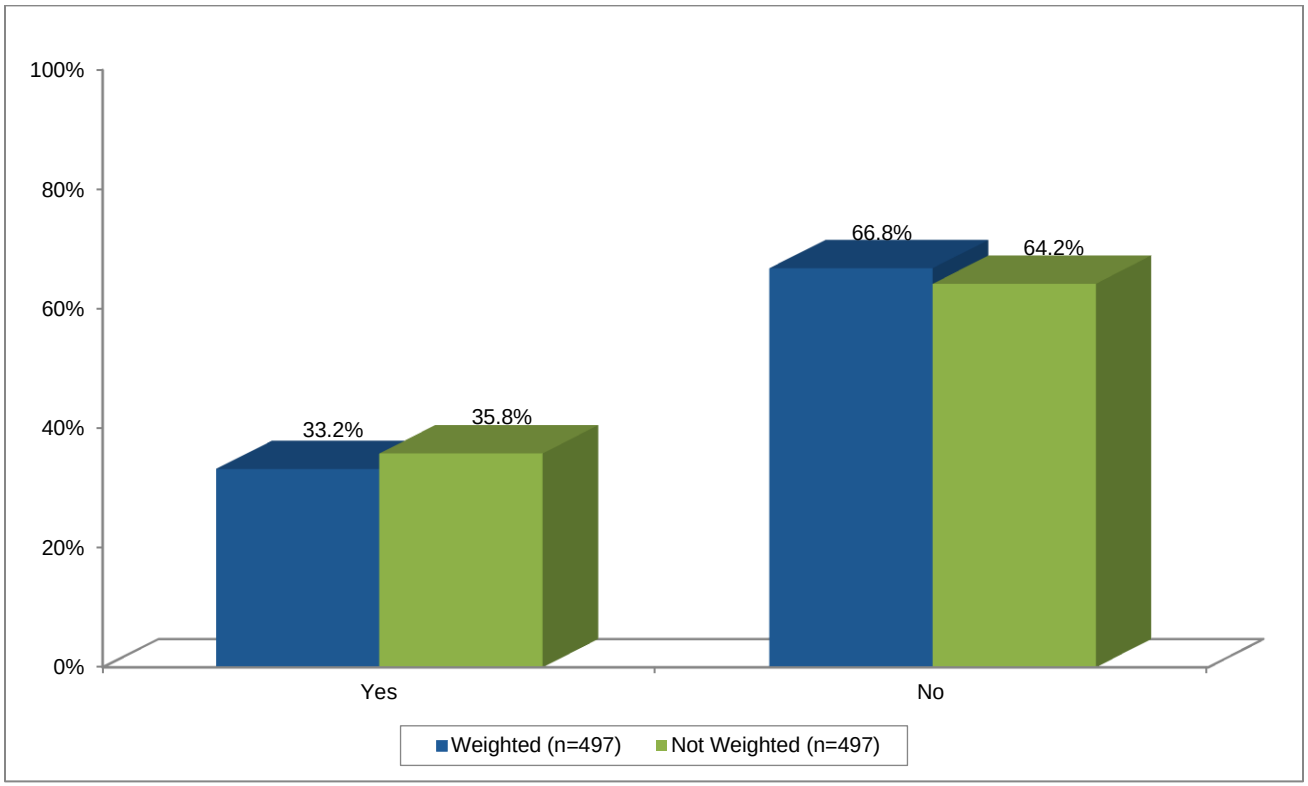


Table C-3
Total Hours of Legal Services Provided at Substantially Reduced Fee

	Percentage responding	
	Weighted (n=140)	Not weighted (n=148)
1 to 10 hours	12.3	13.5
11 to 20 hours	20.4	20.9
21 to 30 hours	11.8	12.2
31 to 40 hours	9.1	9.5
41 to 50 hours	17.1	16.2
51 hours or more	29.3	27.7

Figure C-3
Performed Free Legal Services in Civil Matters

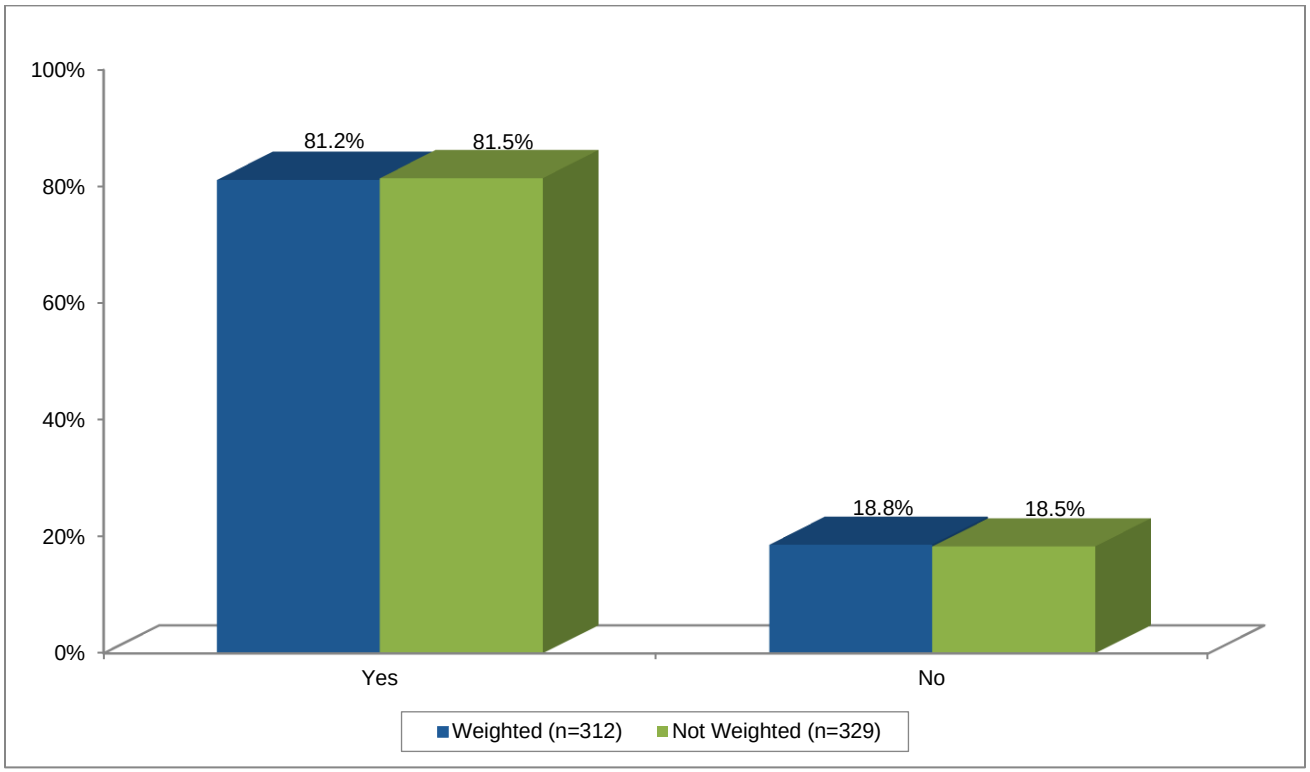


Table C-4
Total Hours of Free Legal Services Provided in Civil Matters

	Percentage responding	
	Weighted (n=221)	Not weighted (n=234)
1 to 10 hours	31.4	29.9
11 to 20 hours	27.9	27.8
21 to 30 hours	9.3	10.3
31 to 40 hours	10.7	10.7
41 to 50 hours	6.6	7.7
51 hours or more	14.1	13.7

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

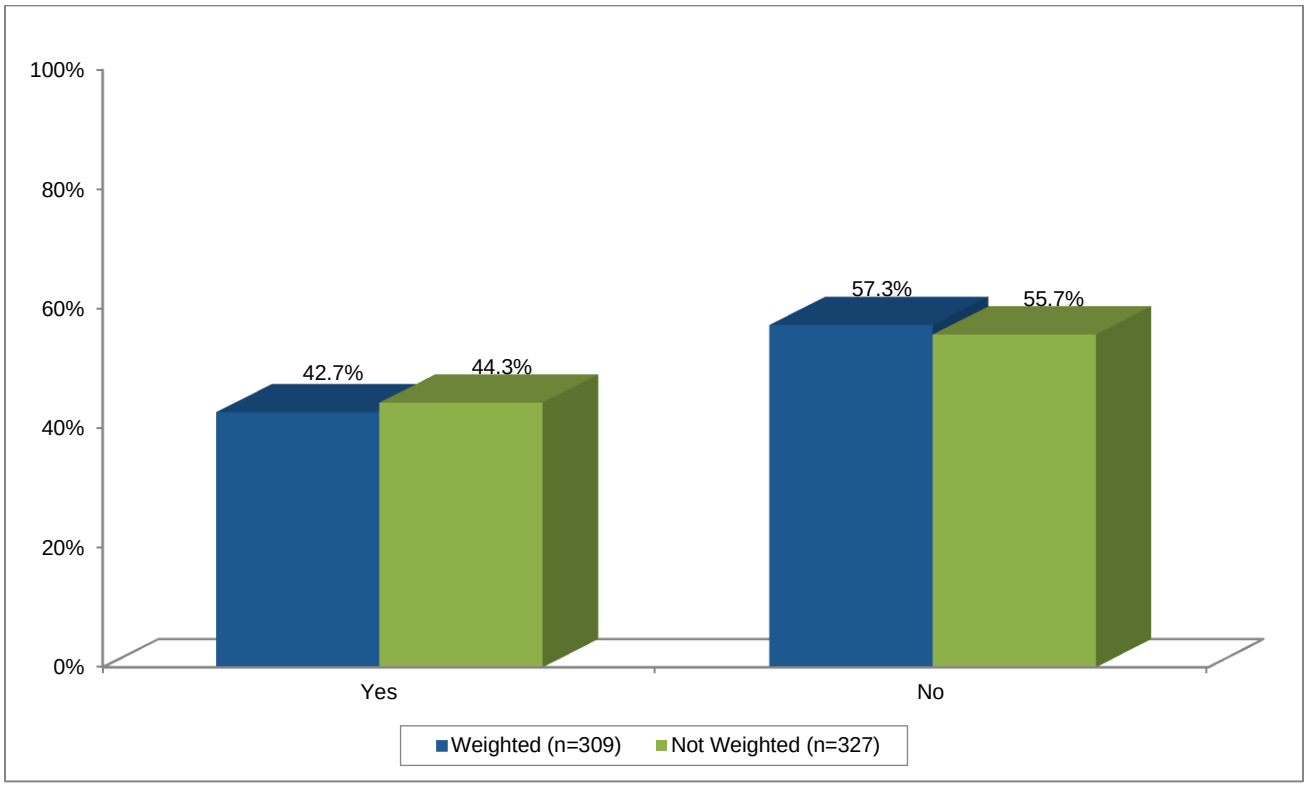


Table C-5
Total Hours of Legal Services Provided in Civil Matters at Reduced Fee

	Percentage responding	
	Weighted (n=115)	Not weighted (n=122)
1 to 10 hours	16.5	18.9
11 to 20 hours	23.6	26.2
21 to 30 hours	13.1	13.1
31 to 40 hours	11.7	10.7
41 to 50 hours	13.9	11.5
51 hours or more	21.2	19.7

Figure C-5
Performed Free Legal Services in Criminal Matters

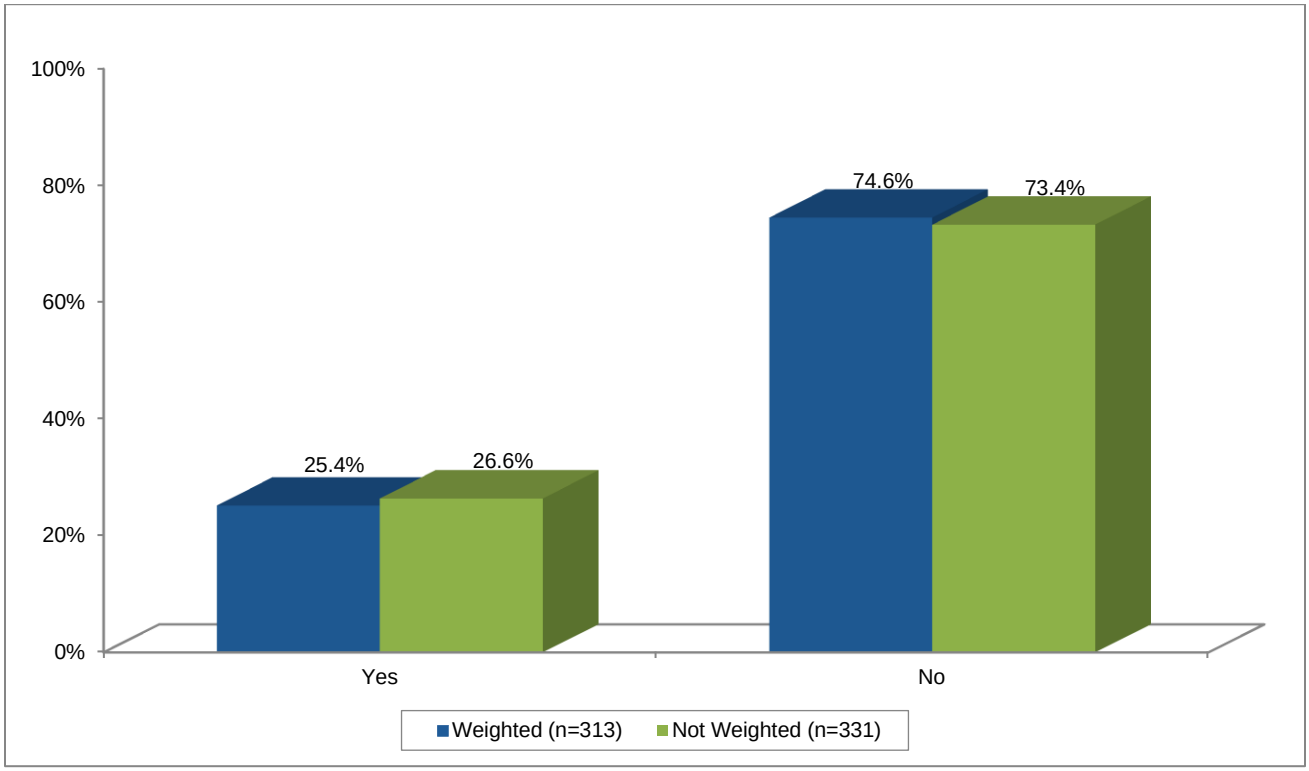


Table C-6
Total Hours of Free Legal Services Provided in Criminal Matters

	Percentage responding	
	Weighted (n=70)	Not weighted (n=77)
1 to 10 hours	43.3	40.3
11 to 20 hours	18.3	18.2
21 to 30 hours	10.6	13.0
31 to 40 hours	10.7	11.7
41 to 50 hours	4.6	6.5
51 hours or more	12.5	10.4

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

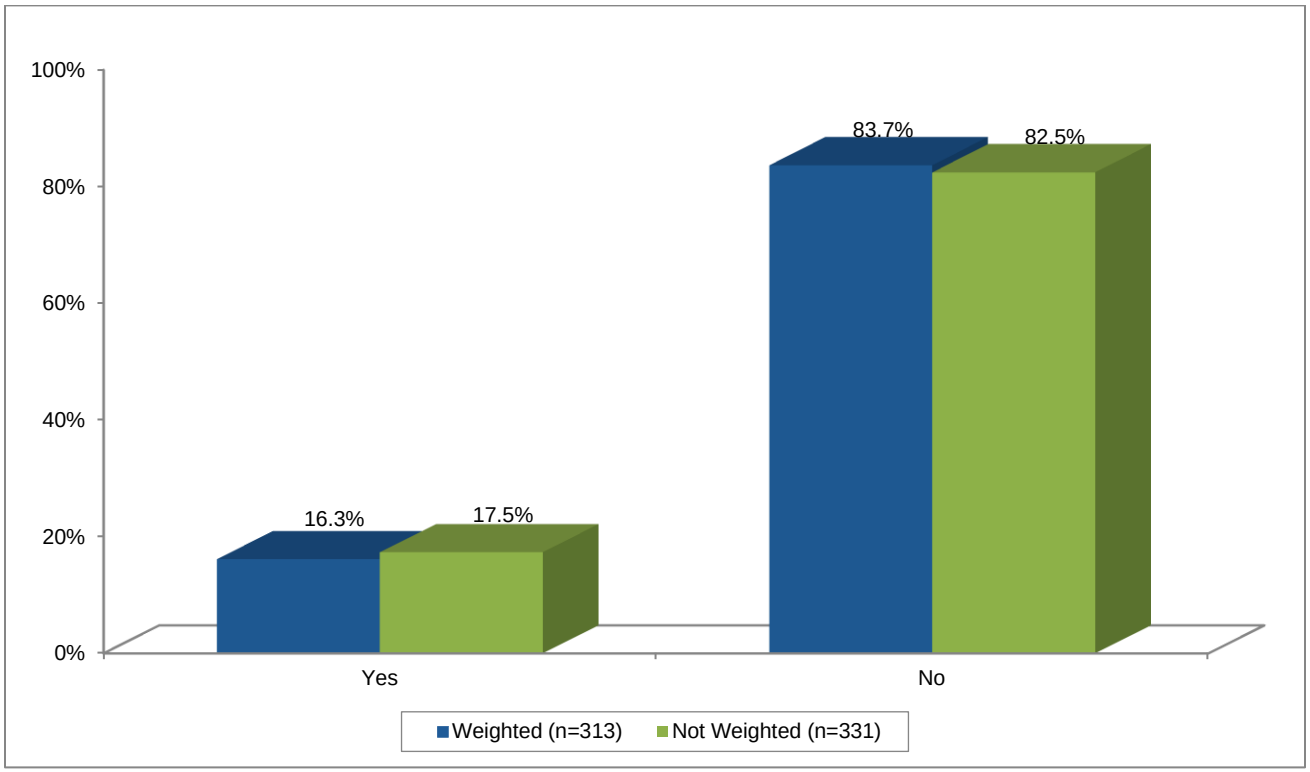


Table C-7
Total Hours of Legal Services Provided in Criminal Matters at Reduced Fee

	Percentage responding	
	Weighted (n=43)	Not weighted (n=47)
1 to 10 hours	24.5	25.5
11 to 20 hours	14.5	12.8
21 to 30 hours	9.0	8.5
31 to 40 hours	6.1	8.5
41 to 50 hours	11.7	10.6
51 hours or more	34.2	34.0

Figure C-7
Provided Legal Services by Unsolicited Court Appointment

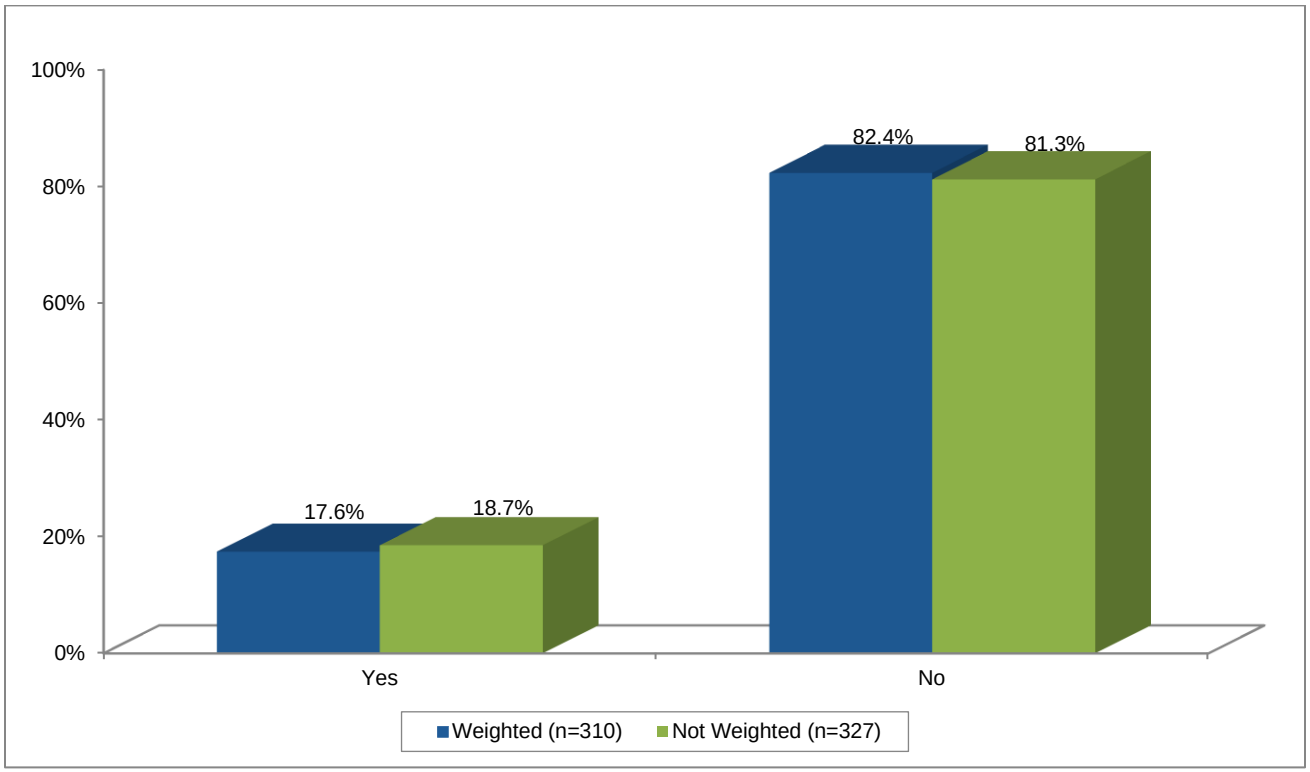


Table C-8
Total Hours of Legal Services Provided by Unsolicited Court Appointment

	Percentage responding	
	Weighted (n=47)	Not weighted (n=52)
1 to 10 hours	19.2	21.2
11 to 20 hours	13.6	11.5
21 to 30 hours	15.7	13.5
31 to 40 hours	0.6	1.9
41 to 50 hours	13.3	13.5
51 hours or more	37.6	38.5

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

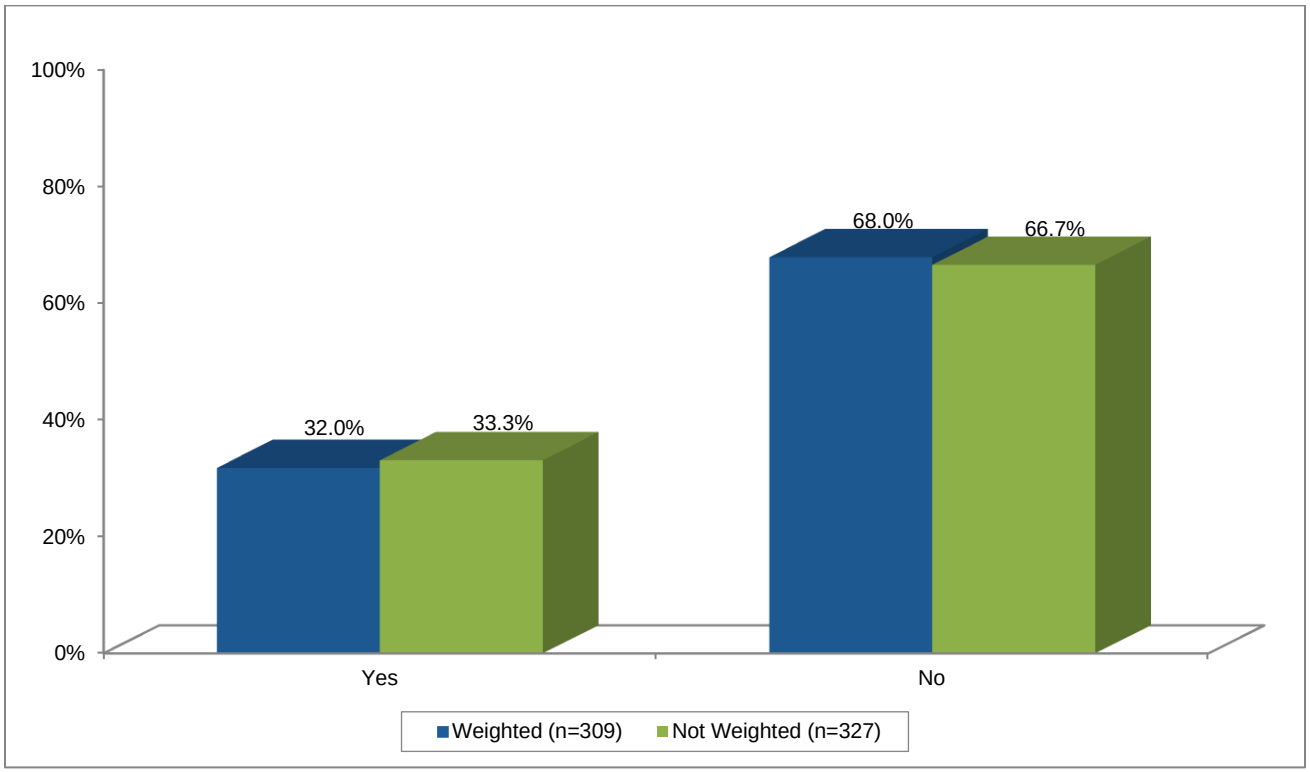


Table C-9
Total Hours of Uncompensated Legal Services to Charitable, Public-Interest Organization

	Percentage responding	
	Weighted (n=90)	Not weighted (n=98)
1 to 10 hours	34.3	34.7
11 to 20 hours	26.9	25.5
21 to 30 hours	11.7	12.2
31 to 40 hours	9.1	9.2
41 to 50 hours	8.3	8.2
51 hours or more	9.7	10.2

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

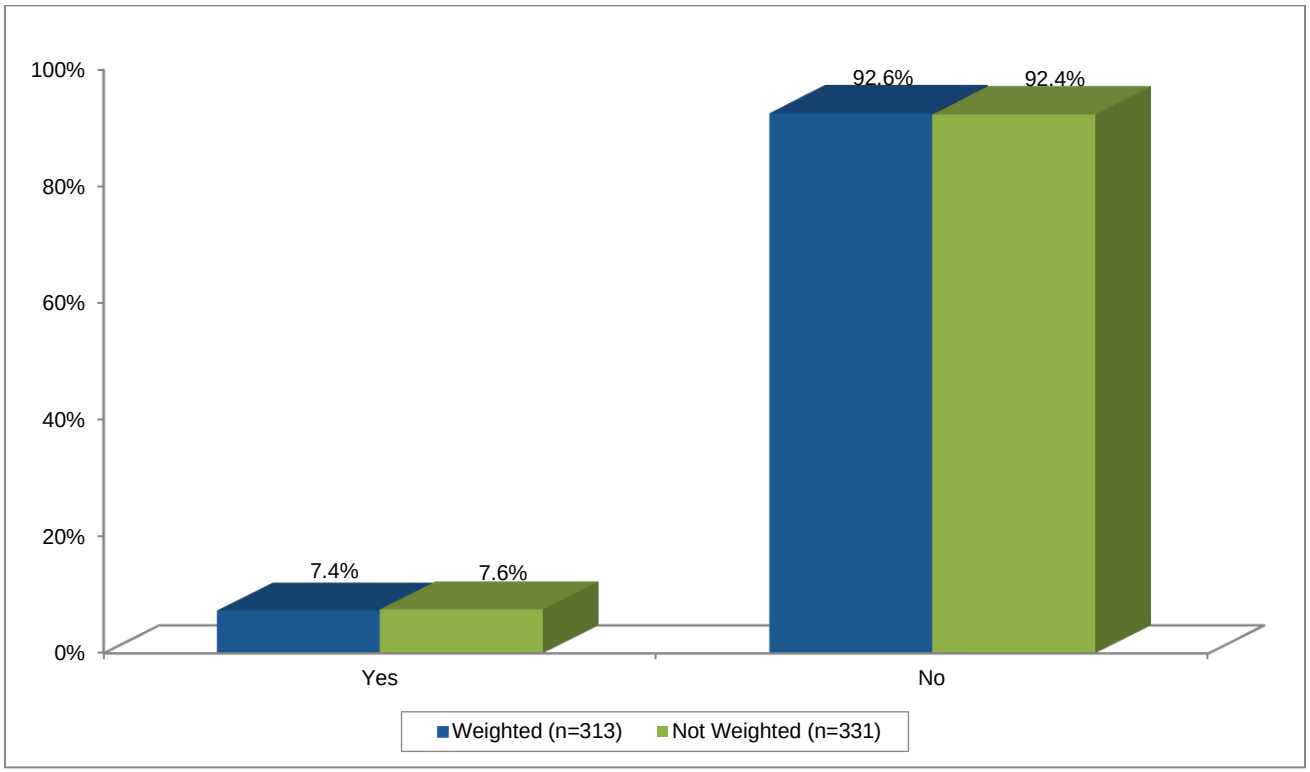


Table C-10
Total Hours of Uncompensated Legislative, Administrative or Systems Advocacy

	Percentage responding	
	Weighted (n=19)	Not weighted (n=22)
1 to 10 hours	54.8	54.5
11 to 20 hours	8.7	9.1
21 to 30 hours	4.1	4.5
31 to 40 hours	0.0	0.0
41 to 50 hours	8.3	9.1
51 hours or more	24.1	22.7

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

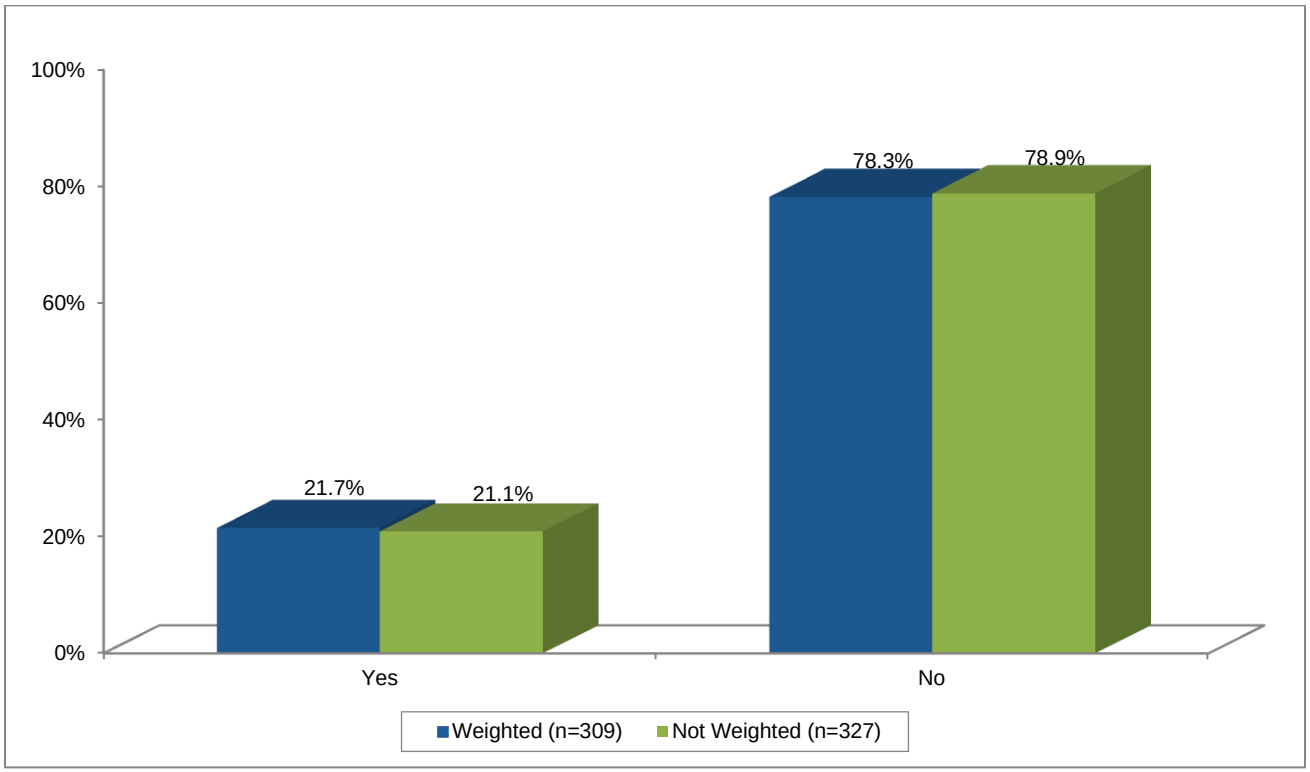


Table C-11
Total Hours to Simplify, Increase Availability and Quality of Legal Services

	Percentage responding	
	Weighted (n=59)	Not weighted (n=61)
1 to 10 hours	50.1	49.2
11 to 20 hours	19.7	21.3
21 to 30 hours	7.7	8.2
31 to 40 hours	5.5	4.9
41 to 50 hours	7.5	8.2
51 hours or more	9.4	8.2

Figure C-11
Made Financial Contributions or Paid Expenses

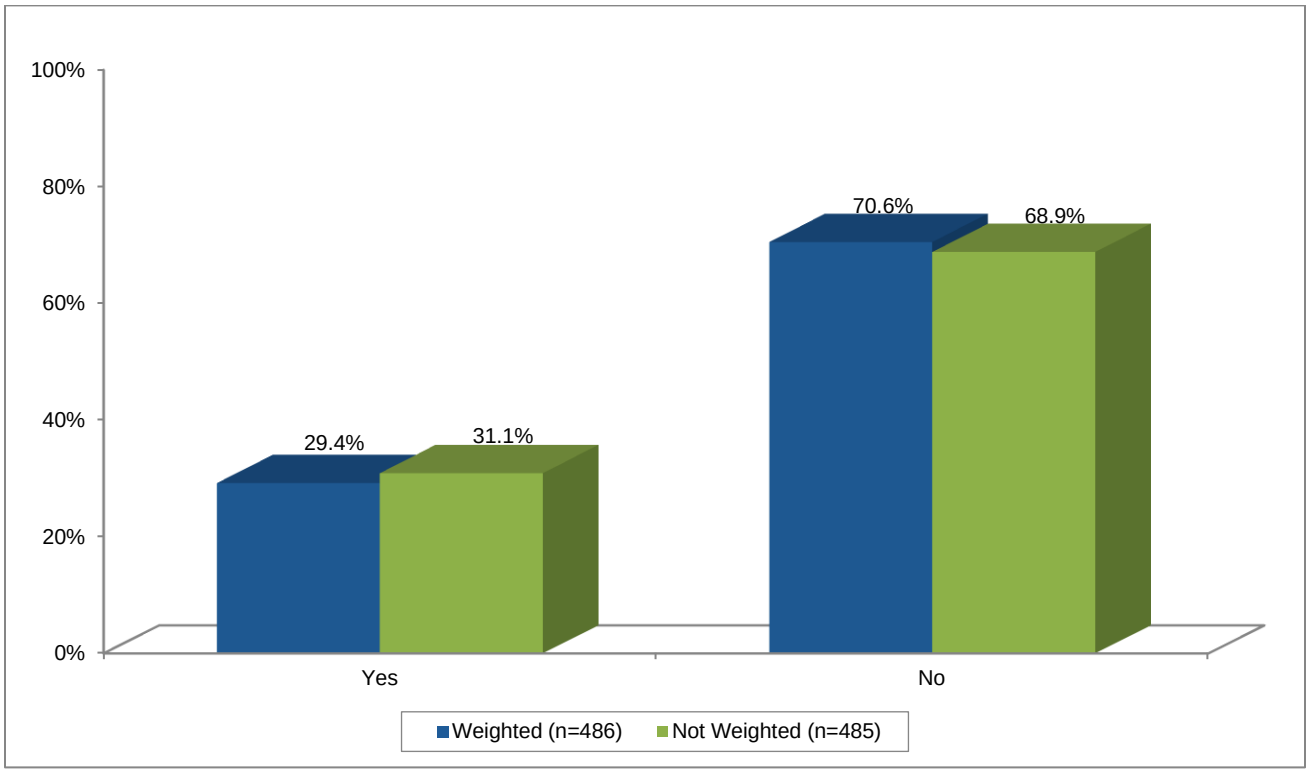


Table C-12
Total Amount of Financial Contributions Made

	Percentage responding	
	Weighted (n=120)	Not weighted (n=125)
$50 or Less	11.0	9.6
$51 thru $100	10.6	11.2
$101 to $200	14.7	15.2
$201 to $300	12.5	12.8
$301 to $400	3.3	4.0
$401 to $500	15.8	16.0
$501 to $1,000	22.2	20.8
$1,001 to $2,000	4.5	4.0
$2,001 to $5,000	5.5	6.4

APPENDIX D: DISPOSITION OF CALLS

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

Disposition Code	Description	Records
1100	English Complete	502
2110	Upfront Refusal	133
2111	Midsurvey Refusal	12
2112	Second Time Refusal	0
2113	Take me off the list	8
2120	Hung up at Intro 1st X ref	22
2310	Deceased/passed away	1
2320	Physically/Ment Unable to talk	0
3120	Busy	7
3130	No Answer	89
3140	Answering Machine	757
3151	Call Block/screen device	4
4200	Fax/Data line	4
4310	Wrong Number	25
4320	Disc/NIS number	46
4410	Number Changed	0
4321	Temporarily Disc	3
4420	Cell Phone	0
4510	Business/Gov't/Other Org	1
4700	No longer works there	92
4702	Contact is retired	17
4703	Not a practicing attorney	45
4704	Over 3rd call attempt	41
5100	Scheduled Callback	631
Total Attempted		**2,440**
	Not Attempted	60
Total Sample		**2,500**