Factors Contributing to Unanswered and Unresolved Questions

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**Time of Day**

**Middle of Night Questions are Less Likely to be Taken**

Time of post impacts chance of being answered
- Early morning posts: less likely to be answered
- Less activity when question posted = lower chance of being answered

**Recommendations**
- Encourage answering questions posted between 1 a.m. and 6 a.m.
- Encourage users to post Q’s between 7 a.m. and 9 p.m.
- Implement randomize/sorting system for posts during off-peak hours
Cases least likely to be taken on or resolved

Not taken:
Juvenile: 42.6%
Individual Rights: 40.3%
Income Maintenance: 38.7%

Not resolved:
Income Maintenance: 43.6%
Individual Rights: 43%
Health and Disability: 40.5%

Recommendations
- Focus outreach on attorneys within these specialties

Income Maintenance and Individual Rights questions are more evenly dispersed among age
States

Kansas has the most Questions per Attorney Hour

Arizona, Georgia, Iowa need more Lawyers
Excludes Kansas (extreme outlier for questions per attorney hour)

States with High Demand, Low Supply (need more attorneys): Kansas, Arizona, Georgia