

# AACPLL Use Statistics FY19

32,294 visitors

137 on average  
per day



5438  
questions

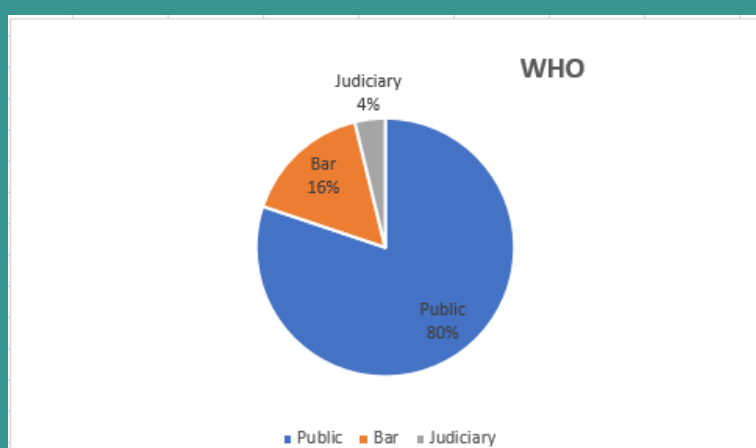


22

on average  
per day

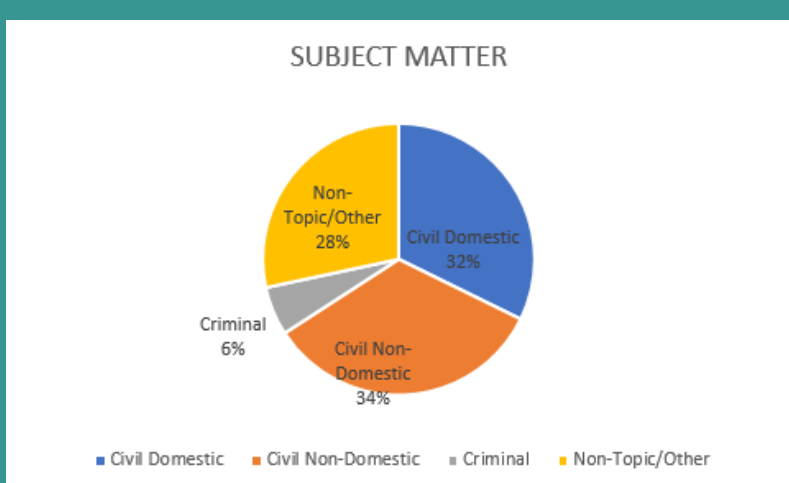
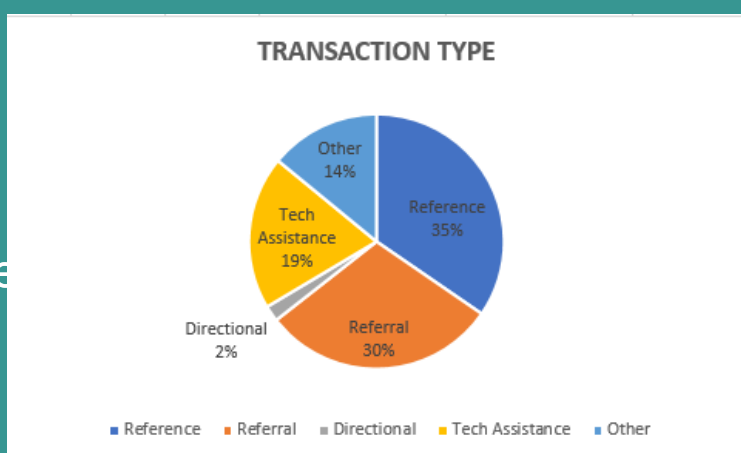
358

served by self-help  
legal advice  
programs



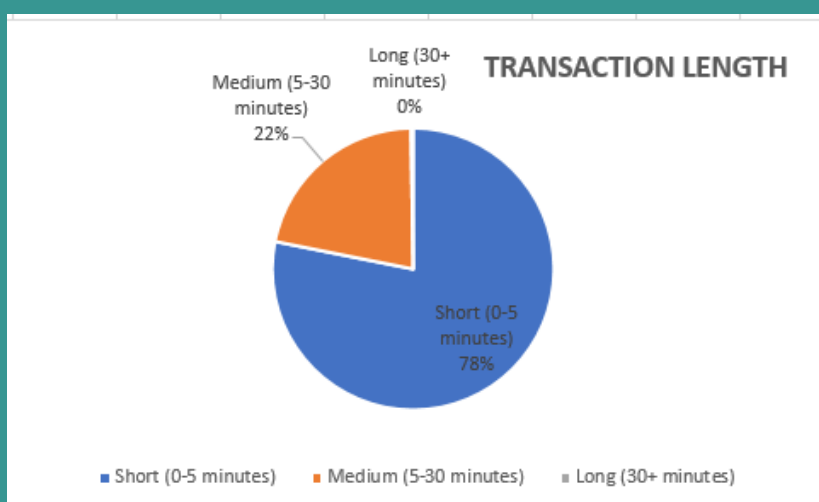
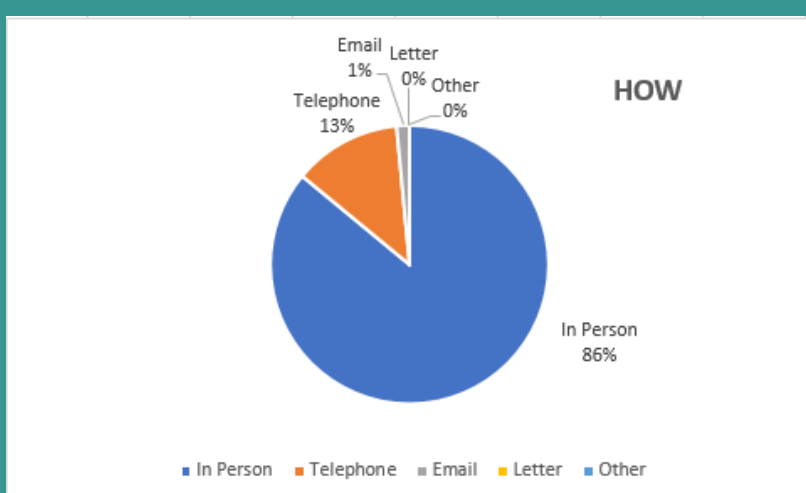
80%  
of questions are  
asked by  
non-attorneys

65%  
of transactions  
involve reference  
and referrals



34%  
of questions  
are civil

86%  
of transactions  
are in-person



78% of  
transactions  
take 5 minutes  
less

*access to  
justice  
through  
access to  
legal  
information*