



Racine County

Clerk Of Circuit Court



2017 ATTORNEY SURVEY

Summary*



The following are highlights of the 2017 Office of the Clerk of Circuit Court Attorney Survey:

- The survey was designed using the online survey assistant, Survey Monkey (SurveyMonkey.com), and was distributed via email to the Racine County & Kenosha County Bar Associations, Racine District Attorney's Office, and State Public Defender Office.
- This analysis included responses from 46 local attorneys.
- The purpose of the survey was to identify any strengths and/or weakness within our organization in order to better serve our judicial partners.

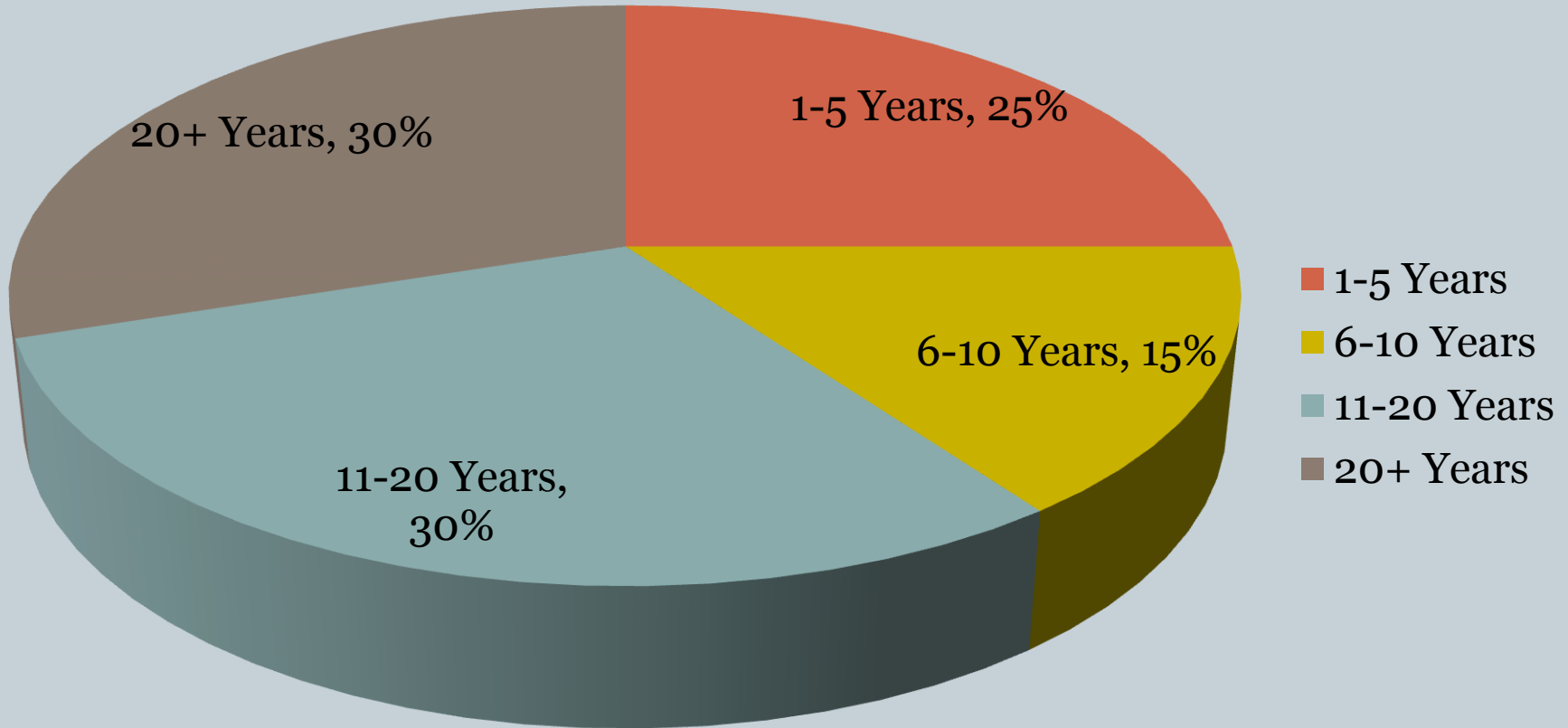
*Survey based on Jefferson County, Kentucky, Office of the Circuit Court Clerk Annual Attorney Survey.

Demographics

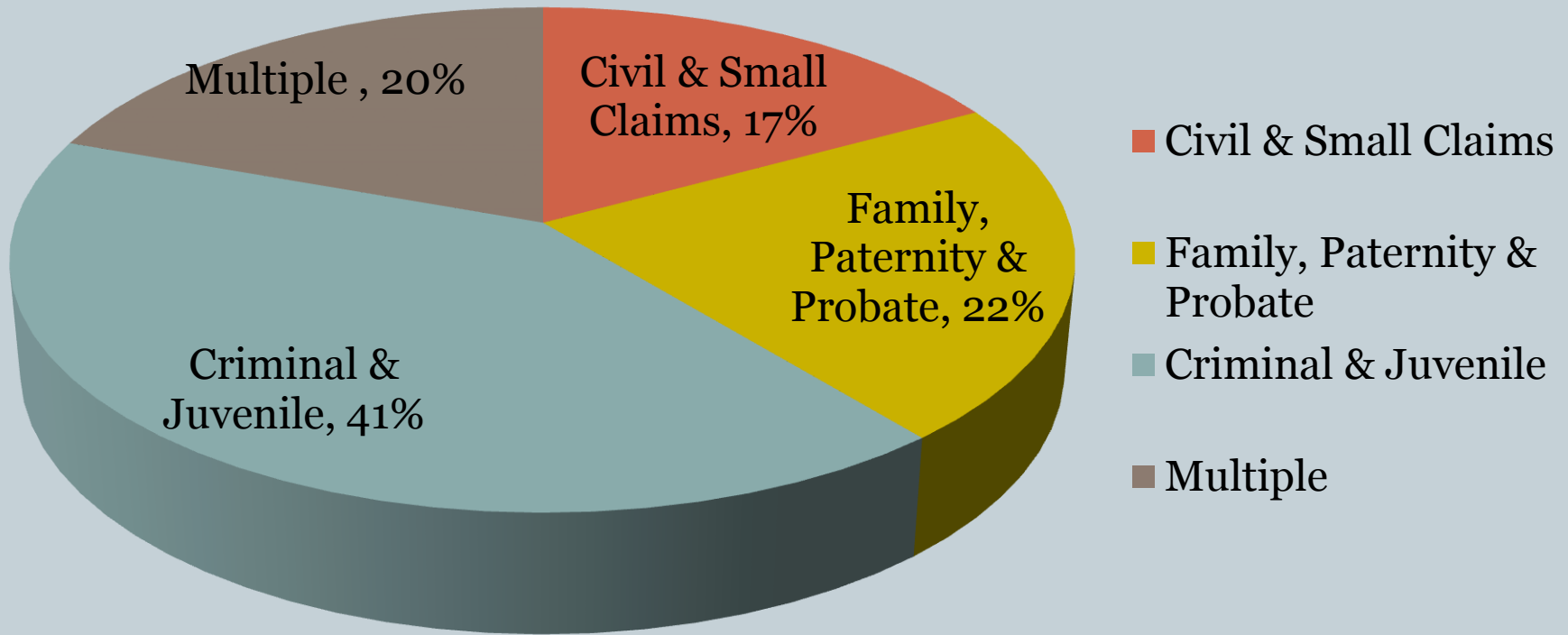


**DEMOGRAPHIC INFORMATION OF
SURVEY PARTICIPANTS**

How long have you practiced law in Racine County?



In which division, do you practice most frequently?

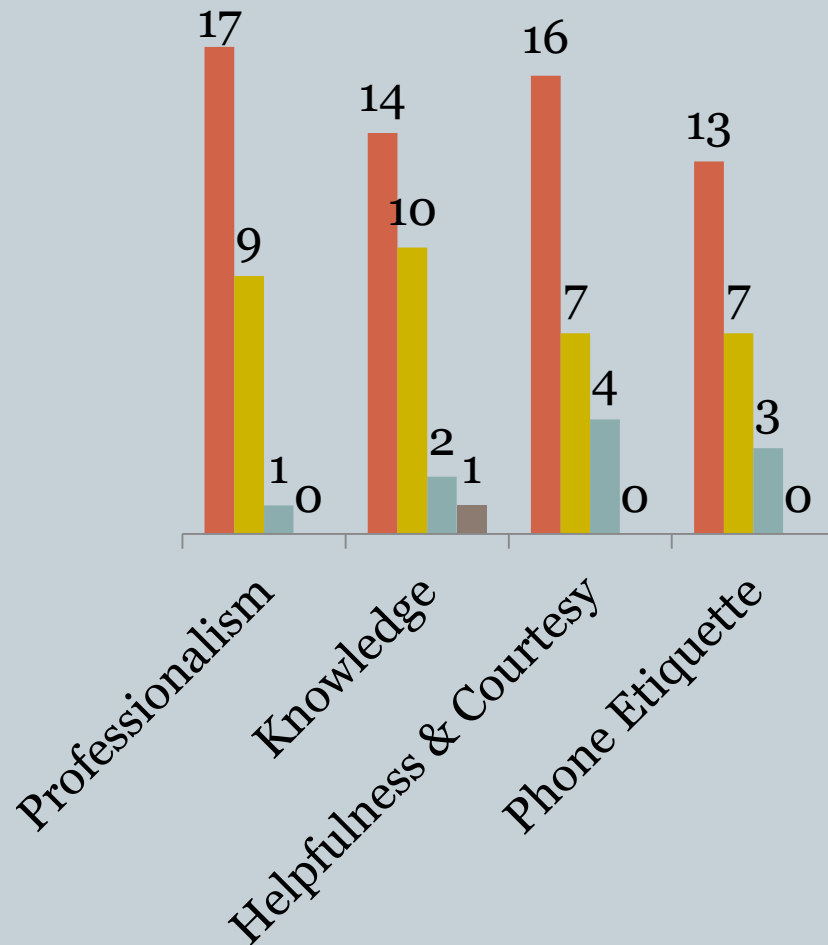


Civil & Small Claims



THE CIVIL AND SMALL CLAIMS AREA INCLUDES THE FRONT COUNTER SERVICES ON THE 8TH FLOOR, TWO (2) SMALL CLAIMS COURT CLERKS AND THREE (3) CIVIL COURT CLERKS.

How would you rate our service at the Civil & Small Claims Counter (8th Floor)?



96.29% Professionalism Overall Positive Rating

Very good	62.96%
Good	33.33%
Satisfactory	3.70%
Poor	0%

88.89% Knowledge Overall Positive Rating

Very good	51.85%
Good	37.04%
Satisfactory	7.41%
Poor	3.70%

85.19% Helpfulness & Courtesy Overall Positive Rating

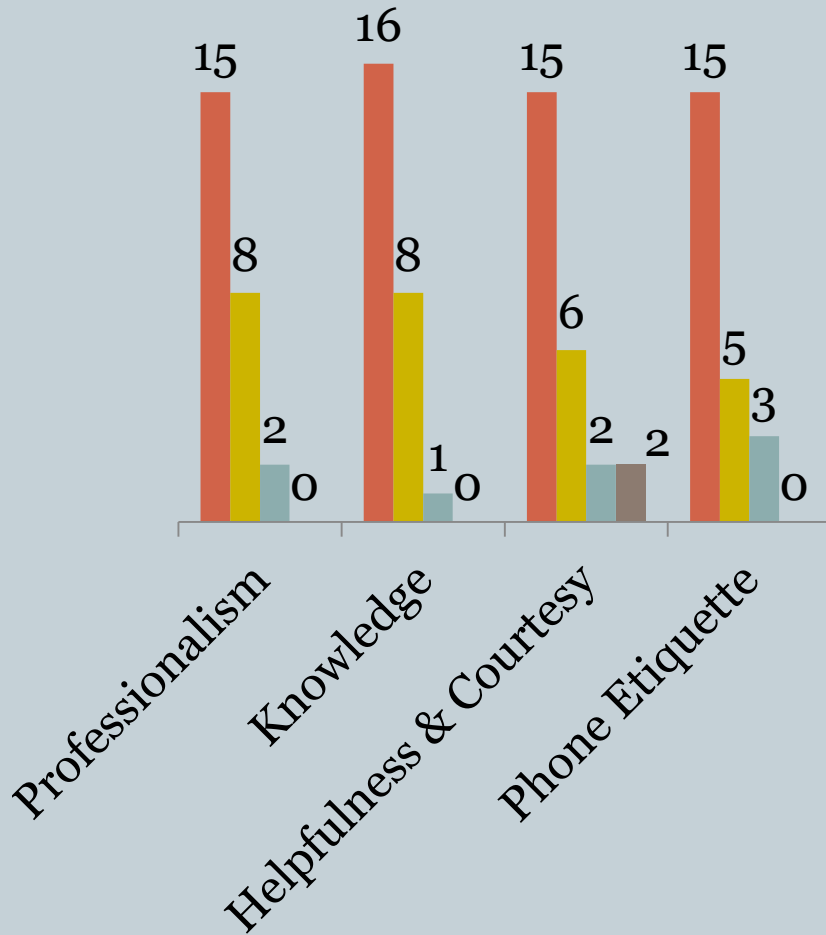
Very good	59.26%
Good	25.93%
Satisfactory	14.81%
Poor	0%

86.95% Phone Etiquette Overall Positive Rating

Very good	56.52%
Good	30.43%
Satisfactory	13.04%
Poor	0%

Overall positive rating includes *Very Good* and *Good*

How would you rate our deputy court clerks in the Civil & Small Claims area?



92% Professionalism Overall Positive Rating

Very good	60.00%
Good	32.00%
Satisfactory	8.00%
Poor	0%

96% Knowledge Overall Positive Rating

Very good	64.00%
Good	32.00%
Satisfactory	4.00%
Poor	0%

84% Helpfulness & Courtesy Overall Positive Rating

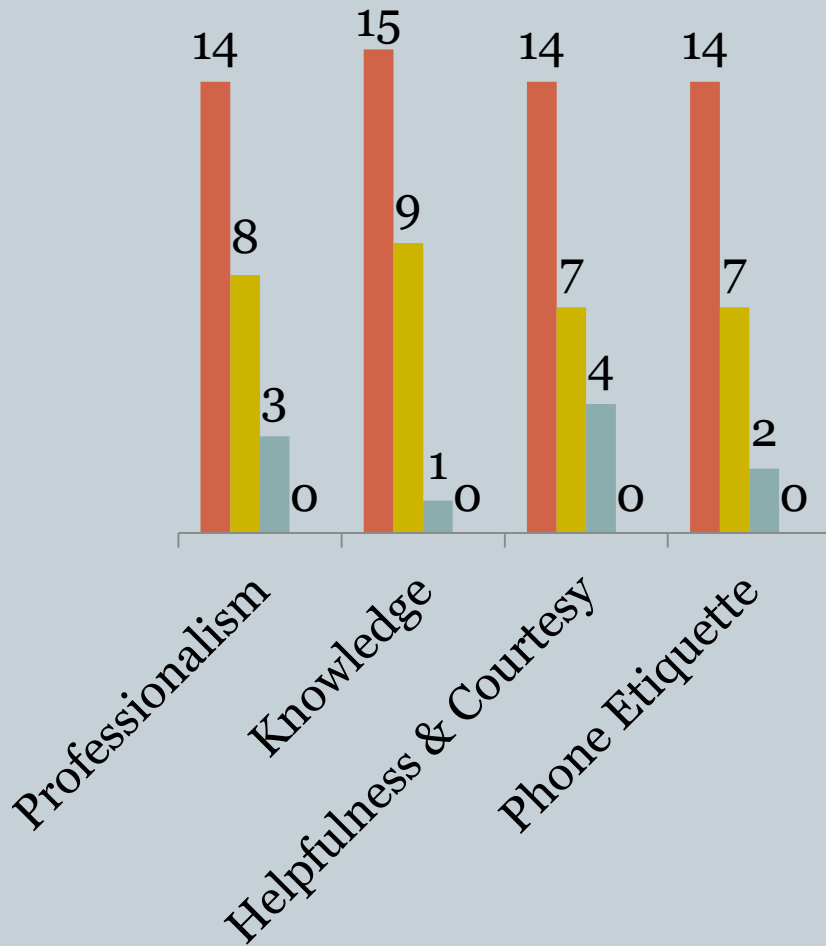
Very good	60.00%
Good	24.00%
Satisfactory	8.00%
Poor	8.00%

86.96% Phone Etiquette Overall Positive Rating

Very good	65.22%
Good	21.74%
Satisfactory	13.04%
Poor	0%

Overall positive rating includes *Very Good* and *Good*

Civil & Small Claims Overall



88% Professionalism Overall Positive Rating

Very good	56%
Good	32%
Satisfactory	12%
Poor	0%

96% Knowledge Overall Positive Rating

Very good	60%
Good	36%
Satisfactory	4%
Poor	0%

84% Helpfulness & Courtesy Overall Positive Rating

Very good	56%
Good	28%
Satisfactory	16%
Poor	0%

91.3% Phone Etiquette Overall Positive Rating

Very good	60.87%
Good	30.43%
Satisfactory	8.70%
Poor	0%

Overall positive rating includes *Very Good* and *Good*

Comments



- Sorry, I have not had interaction with the clerks in this capacity.
- Judge Paulson and Gasiorkiewicz run a tidy ship. Their organization helps to keep the clerks organized, which helps to keep clients and lawyers organized.
- Calls to the Small Claims Clerk often do not get answered. Multiple calls and messages left with the Small Claims Clerk often do not get returned. Dealing with the Small Claims Clerk by telephone can be very frustrating.
- Only practice in civil also no divorce. Comments limited to those people only.
- As someone who interacts primarily over phone or via mail, I find Racine County to be one of the most user-friendly of the various County courthouses that I use throughout the state. The only issue I've ever had is actually getting to a human, the phone system makes you press several entries to get to the right area and then many times the lines are busy or nobody can take the call, and if you just need to know a simple thing you hate to leave a message and make someone call you back. Also it would be nice if you could email questions in or email in a note to let the clerk you are running late due to an accident or some unforeseeable event. I almost never am even right on time, much less late. I am usually 10 minutes early. But some counties are easier than others to get ahold of someone just to pass a note to move a file to the end of the call. Racine's phone system makes getting a human difficult and then the human you usually do get can't seem to figure out how to get a message to the in-court clerk. Seems there should be a way to get that message across without much disruption.
- I have very few Civil cases in Racine County; however the clerks have always been courteous and helpful to my staff

Comments



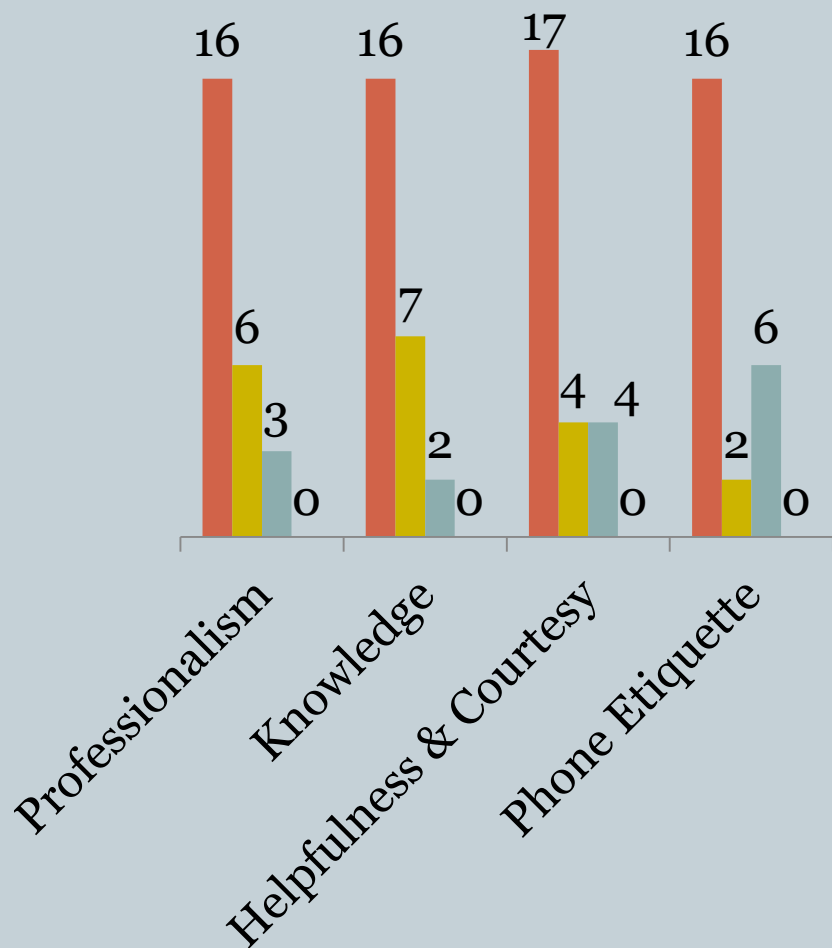
- I don't handle these types of cases
- It is not easy to get through to clerks by phone. Hard to get initial contact and messages get delayed response. And prompt same or next day response is unfortunately rare and not the norm. Other counties' clerks use email and voice mail and are more personable – and get things done more promptly. But all mean well-just bad beauraucracy habits with delays, I'm afraid.
- Have not used these areas

Family, Paternity & Probate



THE FAMILY, PATERNITY, & PROBATE AREA INCLUDES FRONT COUNTER SERVICES LOCATED ON THE 3RD, 5TH, AND 6TH FLOORS, AND INCLUDES FOUR (4) FAMILY COURT CLERKS, AND ONE (1) PROBATE COURT CLERK.

How would you rate our service at the Family Court Counters (3rd & 5th Floors)?



88% Professionalism Overall Positive Rating*

Very good	64%
Good	24%
Satisfactory	12%
Poor	0%

92% Knowledge Overall Positive Rating*

Very good	64%
Good	28%
Satisfactory	8%
Poor	0%

84% Helpfulness & Courtesy Overall Positive Rating*

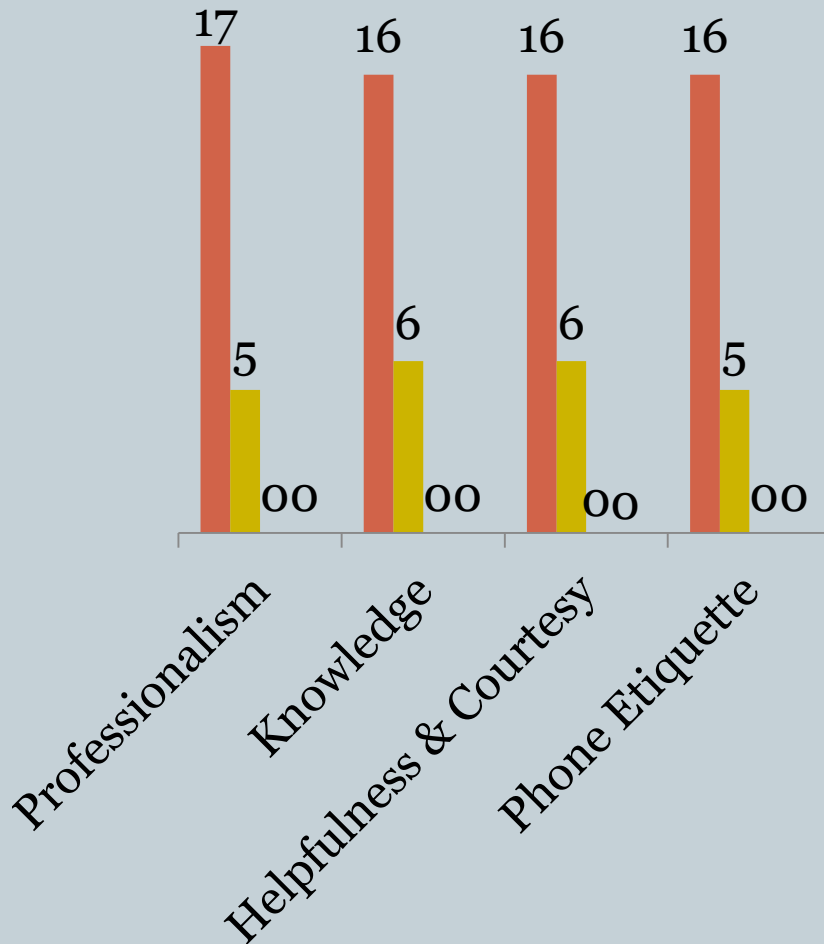
Very good	68%
Good	16%
Satisfactory	16%
Poor	0%

75% Phone Etiquette Overall Positive Rating*

Very good	66.67%
Good	8.33%
Satisfactory	25%
Poor	0%

*Overall positive rating includes *Very Good* and *Good*

How would you rate our service at the Probate Counters (6th Floor)?



100% Professionalism Overall Positive Rating*

Very good	77.27%
Good	22.73%
Satisfactory	0%
Poor	0%

100% Knowledge Overall Positive Rating*

Very good	72.73%
Good	27.27%
Satisfactory	0%
Poor	0%

100% Helpfulness & Courtesy Overall Positive Rating*

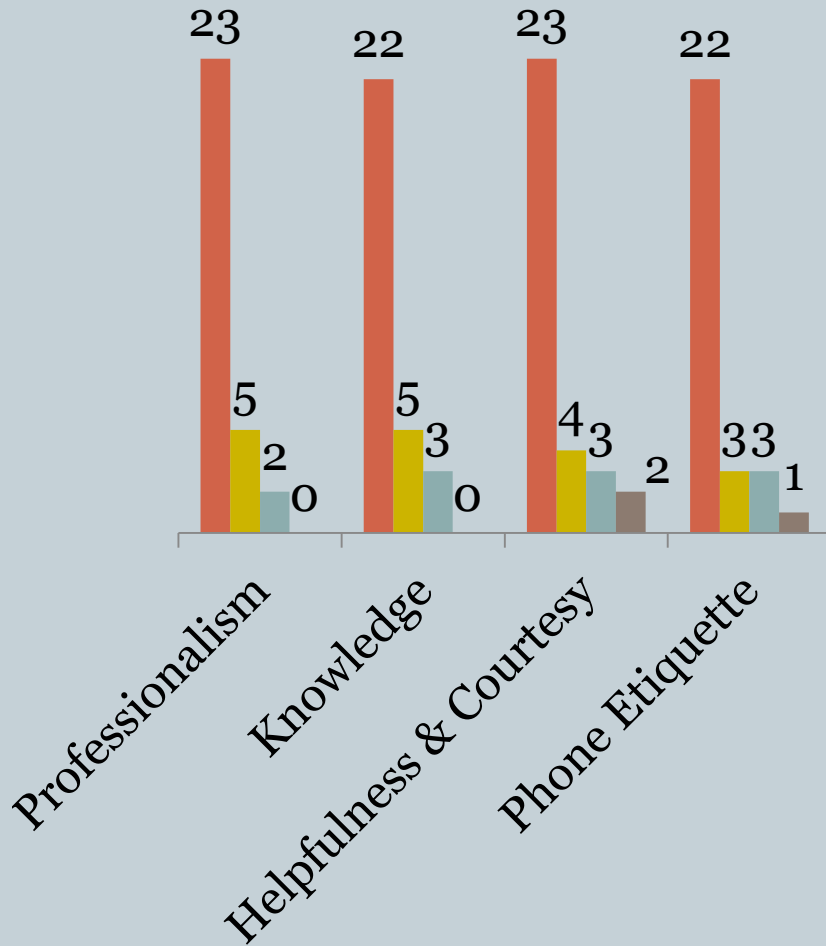
Very good	72.73%
Good	27.27%
Satisfactory	0%
Poor	0%

100% Phone Etiquette Overall Positive Rating*

Very good	76.19%
Good	23.81%
Satisfactory	0%
Poor	0%

*Overall positive rating includes *Very Good* and *Good*

How would you rate our deputy court clerks in the Family & Probate area?



93.34% Professionalism Overall Positive Rating*

Very good	76.67%
Good	16.67%
Satisfactory	6.67%
Poor	0%

90% Knowledge Overall Positive Rating*

Very good	73.33%
Good	16.67%
Satisfactory	10%
Poor	0%

90% Helpfulness & Courtesy Overall Positive Rating*

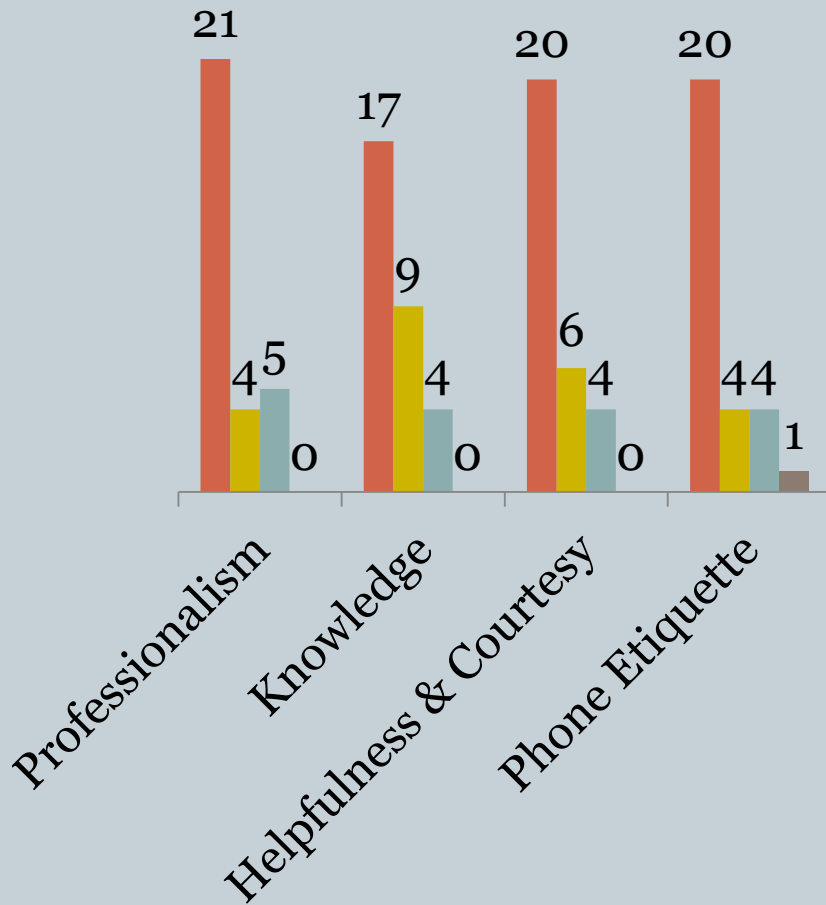
Very good	76.67%
Good	13.33%
Satisfactory	10%
Poor	0%

86.2% Phone Etiquette Overall Positive Rating*

Very good	75.86%
Good	10.34%
Satisfactory	10.34%
Poor	3.45%

*Overall positive rating includes *Very Good* and *Good*

Family & Probate Overall



83.33% Professionalism Overall Positive Rating*

Very good	70%
Good	13.33%
Satisfactory	16.67%
Poor	0%

86.67% Knowledge Overall Positive Rating*

Very good	56.67%
Good	30%
Satisfactory	13.33%
Poor	0%

86.67% Helpfulness & Courtesy Overall Positive Rating*

Very good	66.67%
Good	20%
Satisfactory	13.33%
Poor	0%

82.76% Phone Etiquette Overall Positive Rating*

Very good	68.97%
Good	13.79%
Satisfactory	13.79%
Poor	3.45%

*Overall positive rating includes *Very Good* and *Good*

Comments



- Have not used the Probate areas
- Shouldn't have to buy a Temporary Order form!
- Would like updates when personnel changes, which seems to be frequently, so that we know who to call when, and at what phone number. Thank you.
- Family Court is very helpful, especially the case manager, Diane Hanson
- Need to be a little more user friendly when attorneys need to schedule or reschedule or adjourn cases. We are professionals and not abusing the system. Additionally, the clerk's office need to be open during the lunch hour.
- Overall, most interactions are great. There are some staff that routinely do not know what they are talking about and others that are routinely rude. This is especially true if I show up in street clothes and they don't realize I am an attorney.
- Anisa Dunn is a fantastic FCC. Karen on the 3rd floor clerks window is very pleasant and easy to work with. Of course, Diane Hanson is awesome. Probate office is wonderful with questions and help.

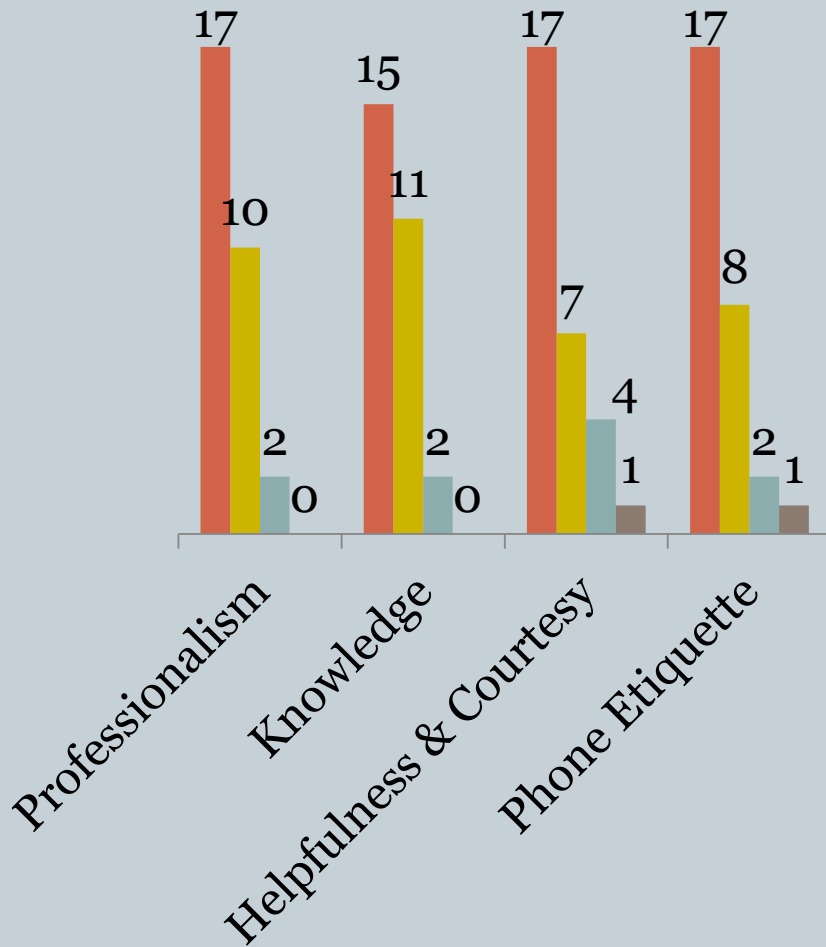
Criminal & Juvenile

Including Felony, Misdemeanor & Traffic



THE CRIMINAL & JUVENILE AREA INCLUDES FRONT COUNTER SERVICES LOCATED ON THE MAIN LEVEL AND LOWER LEVEL OF THE LAW ENFORCEMENT CENTER, AND INCLUDES FOUR (8) CRIMINAL COURT CLERKS, AND ONE (1) JUVENILE COURT CLERK.

How would you rate our service at the Traffic/Misd./Juvenile Counter?



93.1% Professionalism Overall Positive Rating*

Very good	58.62%
Good	34.48%
Satisfactory	6.9%
Poor	0%

92.86% Knowledge Overall Positive Rating*

Very good	53.57%
Good	39.29%
Satisfactory	7.14%
Poor	0%

82.76% Helpfulness & Courtesy Overall Positive Rating*

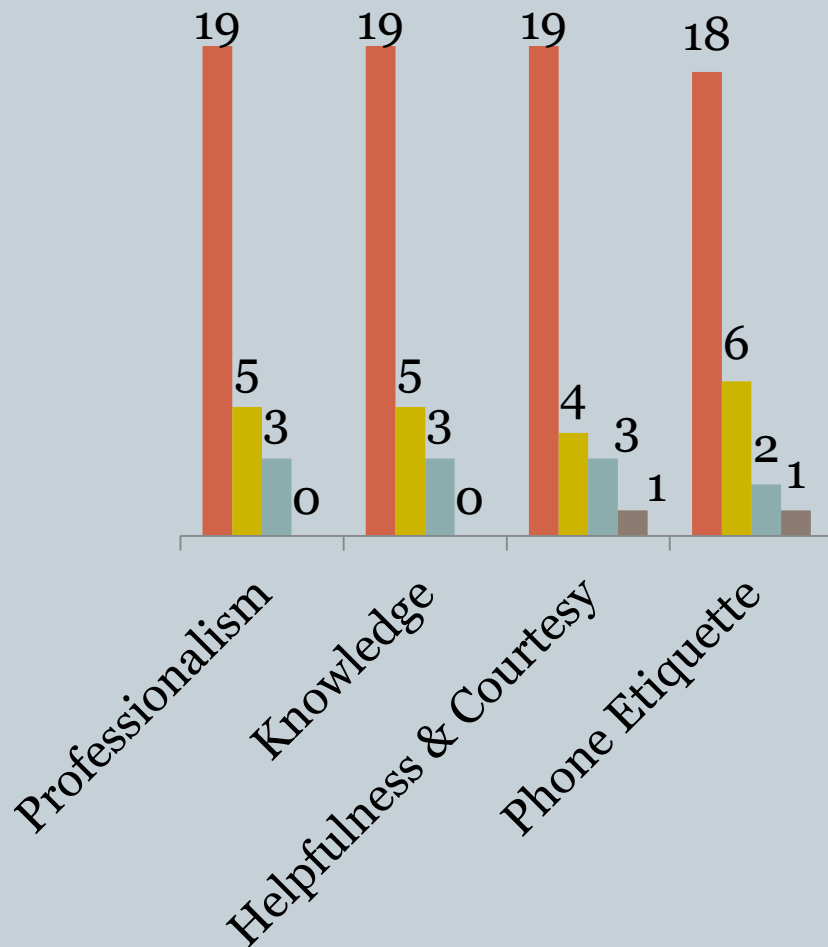
Very good	58.62%
Good	24.14%
Satisfactory	13.79%
Poor	3.45%

89.28% Phone Etiquette Overall Positive Rating*

Very good	60.71%
Good	28.57%
Satisfactory	7.14%
Poor	3.57%

Overall positive rating includes *Very Good* and *Good*

How would you rate our service at the Felony Counter?



88.9% Professionalism Overall Positive Rating*

Very good	70.37%
Good	18.52%
Satisfactory	11.11%
Poor	0%

88.9% Knowledge Overall Positive Rating*

Very good	70.37%
Good	18.52%
Satisfactory	11.11%
Poor	0%

85.18% Helpfulness & Courtesy Overall Positive Rating*

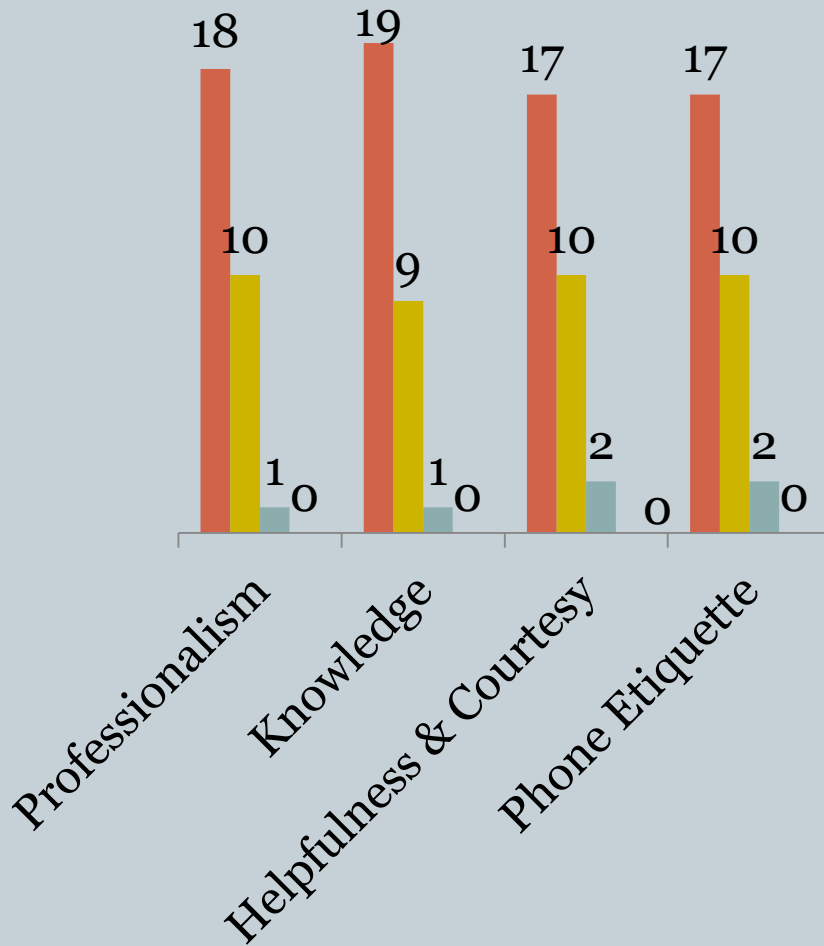
Very good	70.37%
Good	14.81%
Satisfactory	11.11%
Poor	3.7%

88.9% Phone Etiquette Overall Positive Rating*

Very good	66.67%
Good	22.22%
Satisfactory	7.41%
Poor	3.7%

*Overall positive rating includes *Very Good* and *Good*

How would you rate our deputy court clerks in the Criminal & Juvenile areas?



96.5% Professionalism Overall Positive Rating*

Very good	62.07%
Good	34.48%
Satisfactory	3.45%
Poor	0%

96.5% Knowledge Overall Positive Rating*

Very good	65.52%
Good	31.03%
Satisfactory	3.45%
Poor	0%

93% Helpfulness & Courtesy Overall Positive Rating*

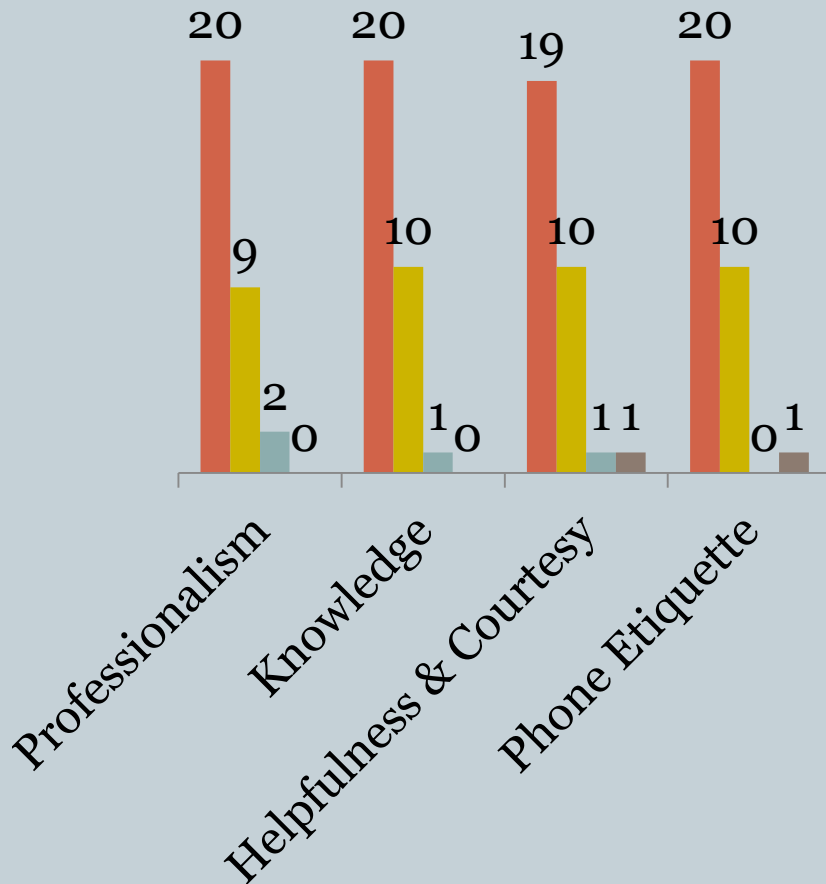
Very good	58.62%
Good	34.48%
Satisfactory	6.9%
Poor	0%

93% Phone Etiquette Overall Positive Rating*

Very good	58.62%
Good	34.48%
Satisfactory	6.9%
Poor	0%

*Overall positive rating includes *Very Good* and *Good*

Criminal & Juvenile Overall



93.5% Professionalism Overall Positive Rating*

Very good	64.52%
Good	29.03%
Satisfactory	6.45%
Poor	0%

96.8% Knowledge Overall Positive Rating*

Very good	64.52%
Good	32.26%
Satisfactory	3.23%
Poor	0%

93.6% Helpfulness & Courtesy Overall Positive Rating*

Very good	61.29%
Good	32.26%
Satisfactory	3.23%
Poor	3.23%

96.8% Phone Etiquette Overall Positive Rating*

Very good	64.52%
Good	32.26%
Satisfactory	0%
Poor	3.23%

*Overall positive rating includes *Very Good* and *Good*

Comments



- Have not had a juvenile matter
- Very helpful, especially with the new efile.
- The clerks in criminal court and juvenile court are extremely helpful and go above and beyond to assist in a very professional manner. Their response time to questions is very impressive, and they are always very polite and knowledgeable. I appreciate their kind assistance.
- More flexibility in scheduling and rescheduling for attorneys. We are professionals and don't need to be micromanaged. We are not abusing the system with scheduling but it makes us feel like we are.
- You need more help, and consistent people so they have time to gain the necessary knowledge to be professional, knowledgeable and helpful.
- Not enough staff at Main level of LE Center, public and Attorney's wait too long!
- Finding someone who understands what is going on in juvenile cases is hard, since some of them are heard in the courthouse, and some in the law enforcement center. There seems to be a lot of confusion sometimes. I have gone to the office only to be sent away because I was not told what I needed over the phone.
- The clerks in criminal court are sooo busy, yet they always find time to help out us attorneys with questions. They have always been on top of things -- at least from my perspective.
- Only familiar with T&M Court
- I don't much contact with staff at the counter, however, the clerks in the courtroom and managers do an outstanding job under a crushing caseload.

Comments

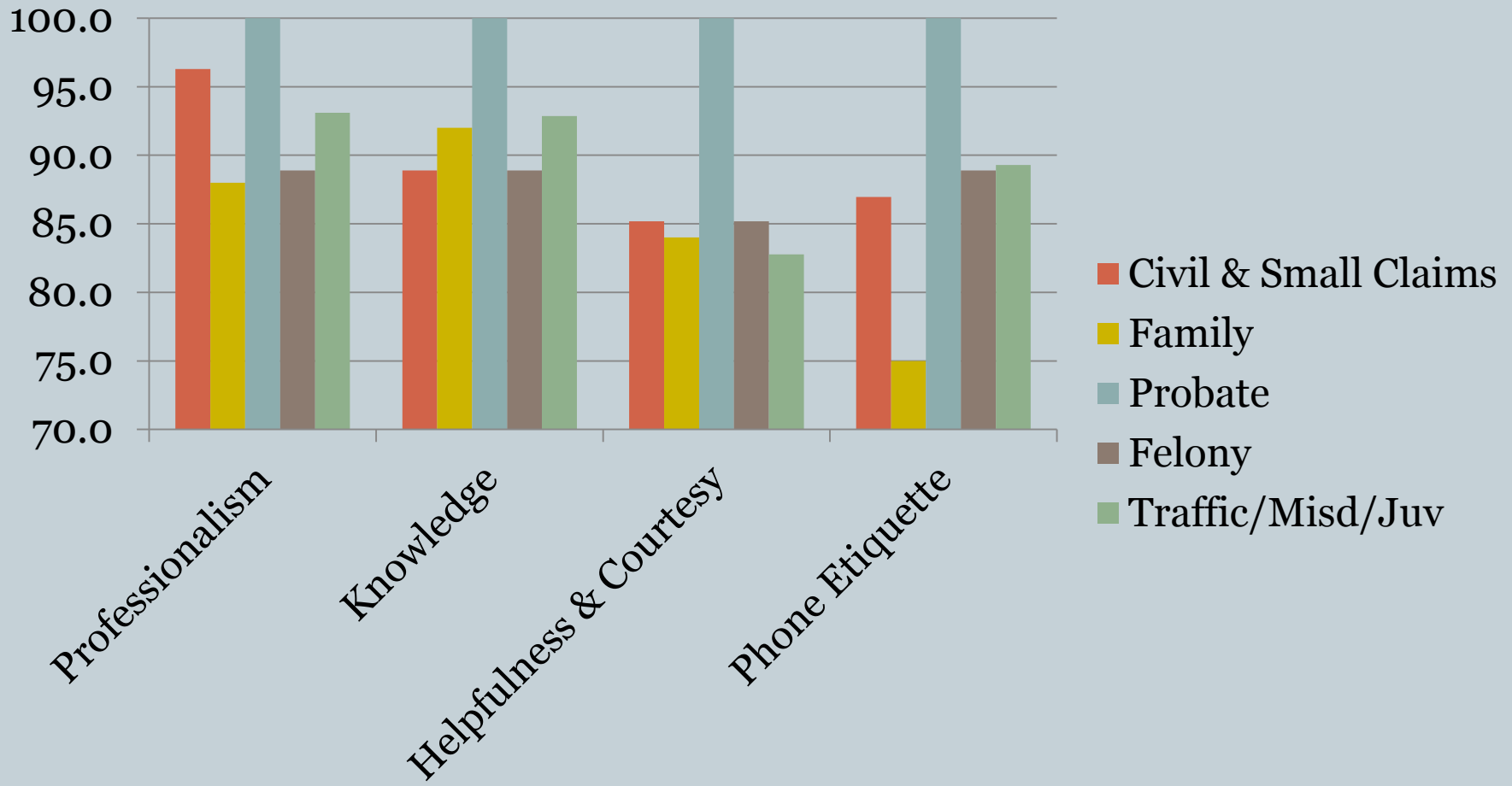


- Most of the clerks in felony court are very helpful but Tracy K. in Br 4 can be difficult. It is frustrating that she is the only clerk that insists that you file a motion and then she will fill in the date. It's an archaic way to do motion practice. Also, getting a date can be frustrating as well.
- There is one felony courtroom clerk who causes many, many problems.

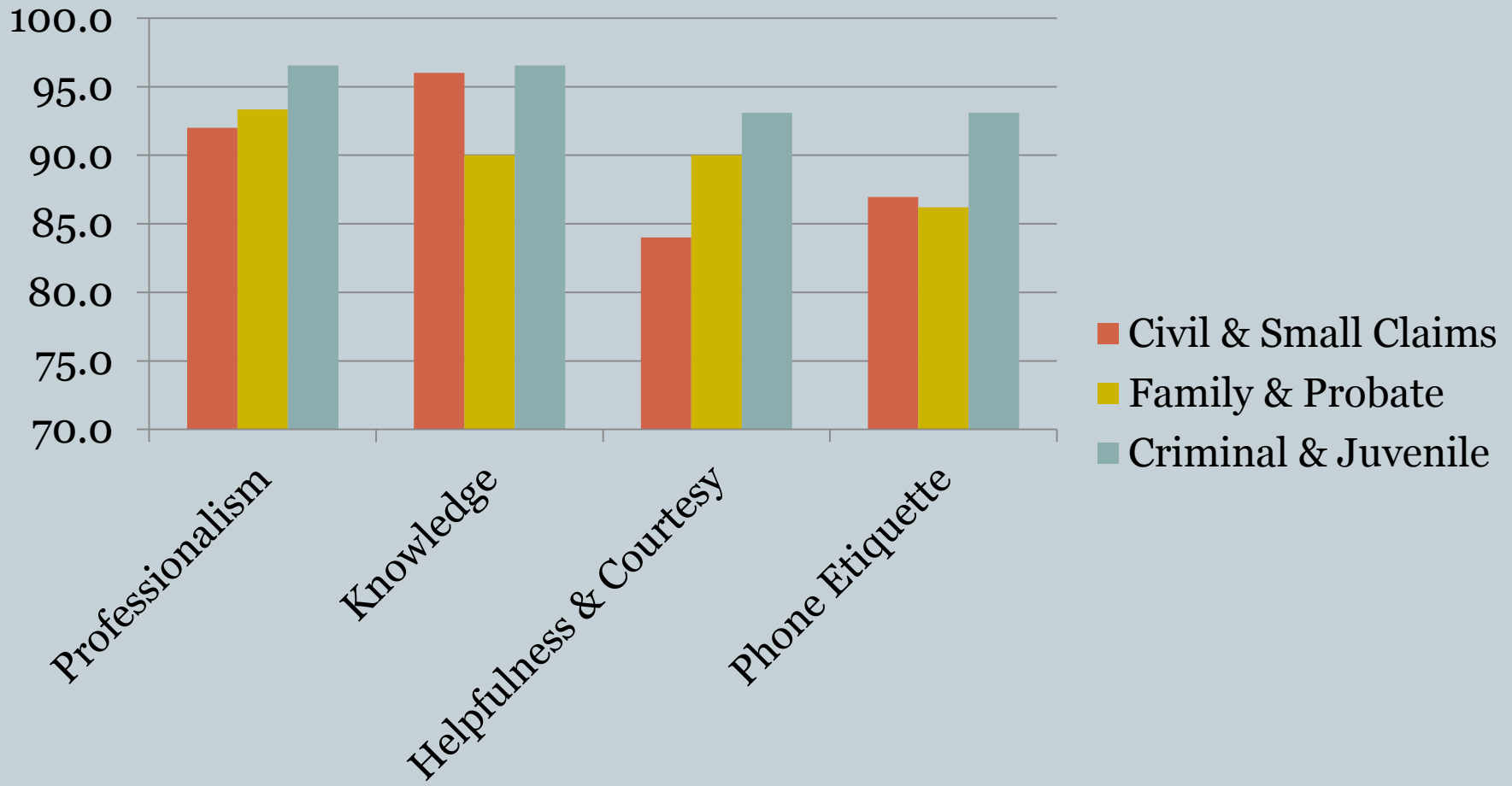
Overall Comparison



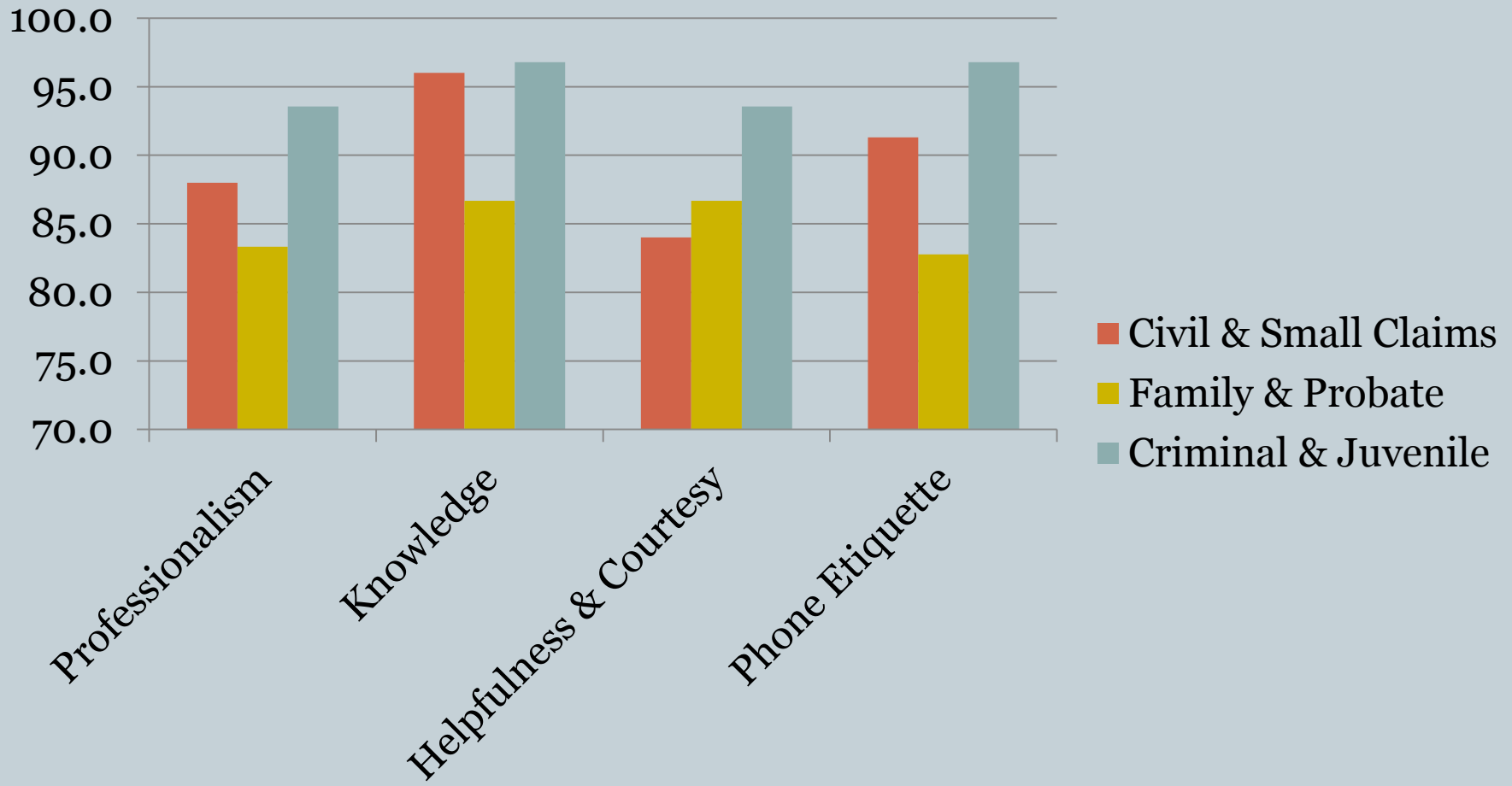
Counter Ratings



Deputy Court Clerk Ratings



Overall Ratings



Overall Comments



Please tell us what the Clerk of Court's Office does well.



- They do everything well.
- Give sound information
- Help with e-file transition, assist attorneys and their assistants in filing documents property, setting and changing court dates, being helpful in general, with a good attitude.
- Helpful, tried to get you the person you need to talk to and resolve problems.
- In general friendly and helpful
- You are very kind to litigants
- With the considerable understaffing issue it's amazing how much stuff gets done with minimal errors.
- The Clerk's office is quite knowledgeable and most people are eager to help.
- All the clerks are well trained
- The courtroom clerks are generally really helpful and professional.
- Excellent in helping out attorneys with questions on filing and other minor local procedure questions. I have never come across a snotty or unprofessional clerk at Racine. They are all very helpful and courteous.
- Process cases
- Scheduling
- Handles a high volume efficiently.
- Very knowledgeable and willing to help.

Please tell us what the Clerk of Court's Office does well (cont).



- The clerks have always been more than willing to answer questions and provide necessary feedback.
- With a tremendous workload, the staff continuously does amazing work to keep the criminal justice system moving with attention to detail and a can-do attitude.
- I do think most clerks are very pleasant and try to do their best. They response quickly to email requests and send out the JOC's in a timely manner. All in all they do a good job.

Please tell us what the Clerk of Court's Office can do better.



- Be available by phone and give same day answers
- Keeping attorneys and staff apprised of personnel changes to save time in tracking people down; produce updates lists of judges, clerks, GALs, etc., for easier reference and updates to attorneys.
- More flexibility in scheduling with professionals. All offices need to be open during the lunch hour.
- Let attorneys know when they might be called to the bench so that if their meter is expiring they can run out and feed the meter rather than getting a ticket for fear of missing their case.
- Pay people more money, and benefits so you get consistent personnel. It would be great to make their areas clean aa we all know the current cleaning agency does NOT clean.
- Communication is often poor and sometimes non-existent. Call are sometimes never returned, despite multiple messages left.
- I have witnessed our female attorneys of color treated differently than our white and male attorneys. The staff tends to give them less deference, and to treat them differently. I have seen this happen with multiple new attorneys over multiple years. We have also gotten wrong answers from clerks over the years.
- Return of posted bonds takes too long. Other Counties process the returns with 10 days.
- Don't let Diane Hanson retire. Move Shelly Mortensen up to a higher position. She is an excellent clerk. Keep Linda Beasley as long as possible since her experience is wonderful and so helpful. Sam is a wonderful Clerk of Court and always right there to help. He responds promptly to emails and phone calls. Racine County Clerks really make things alot easier and more pleasant.

Please tell us what the Clerk of Court's Office can do better (cont).



- return phone calls/email
- I believe they are doing an excellent job and have no concerns.
- It is occasionally difficult to get a hold of someone in a timely fashion regarding time sensitive issues.
- While I have not personally experienced this, I hear from citizens that they sometimes feel they get the runaround between agencies when they have a problem or question, rather than someone trying to solve a problem.
- Just as mentioned earlier I like to be able to get a date before I draft the motion so I can put it on my calendar and in the motion itself.



As justice partners and the central “customers” of the Clerk of Court’s Office, local attorneys are a valuable source of insight into the efficiency and effectiveness of our office, as well as, the quality of our service.

Harnessing their insight through the attorney survey enables us to act in accordance with our values as an organization by identifying opportunities for positive change.