



Racine County

Clerk Of Circuit Court



2018 ATTORNEY SURVEY

Summary*



The following are highlights of the 2018 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 letter to 475 attorneys currently listed on open cases, and 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 99 local attorneys and attorneys in the surrounding communities that have business in the Racine County Courts.
- The purpose of the survey was to identify any strengths and/or weakness within our organization in order to better serve our judicial partners.

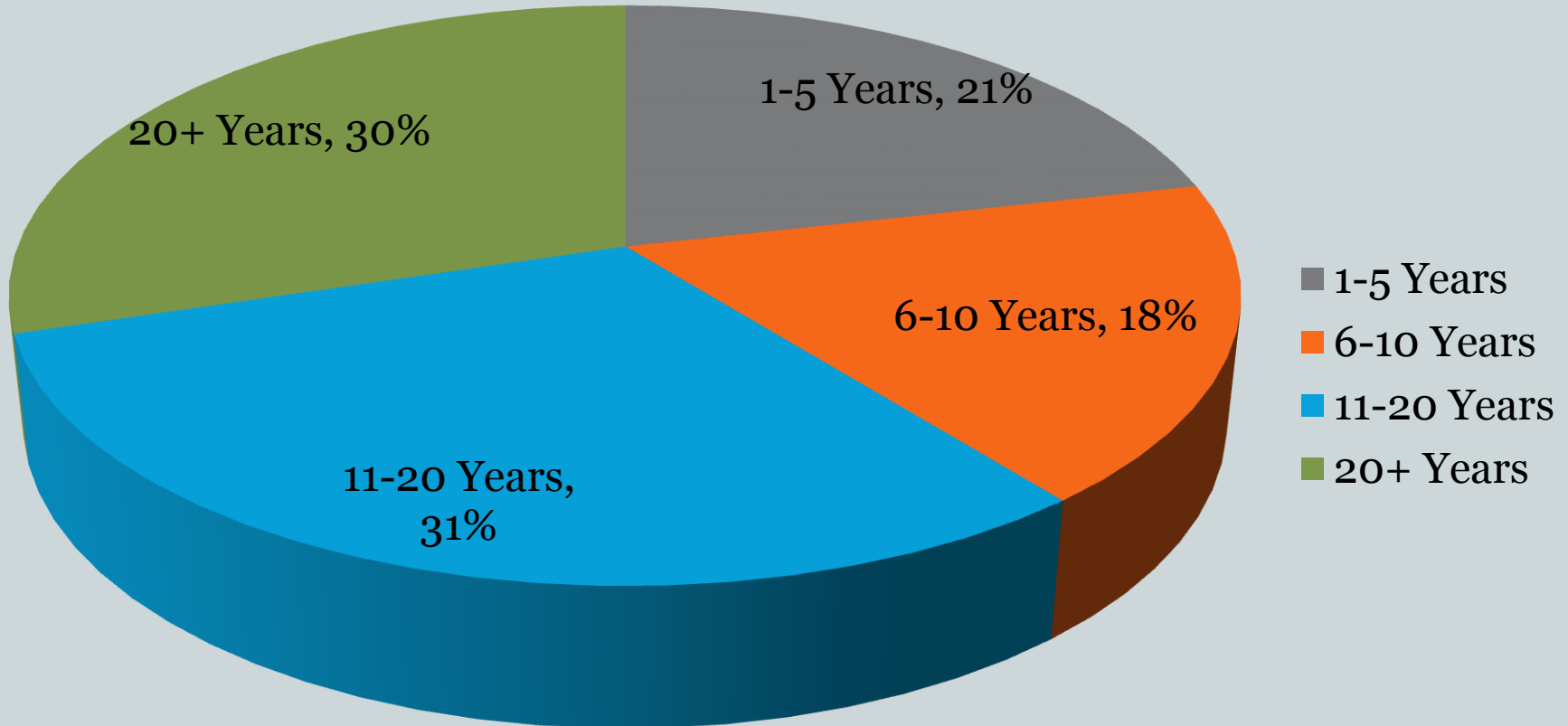
*Survey based on Jefferson County, Kentucky, Office of the Circuit Court Clerk Annual Attorney Survey.

Demographics

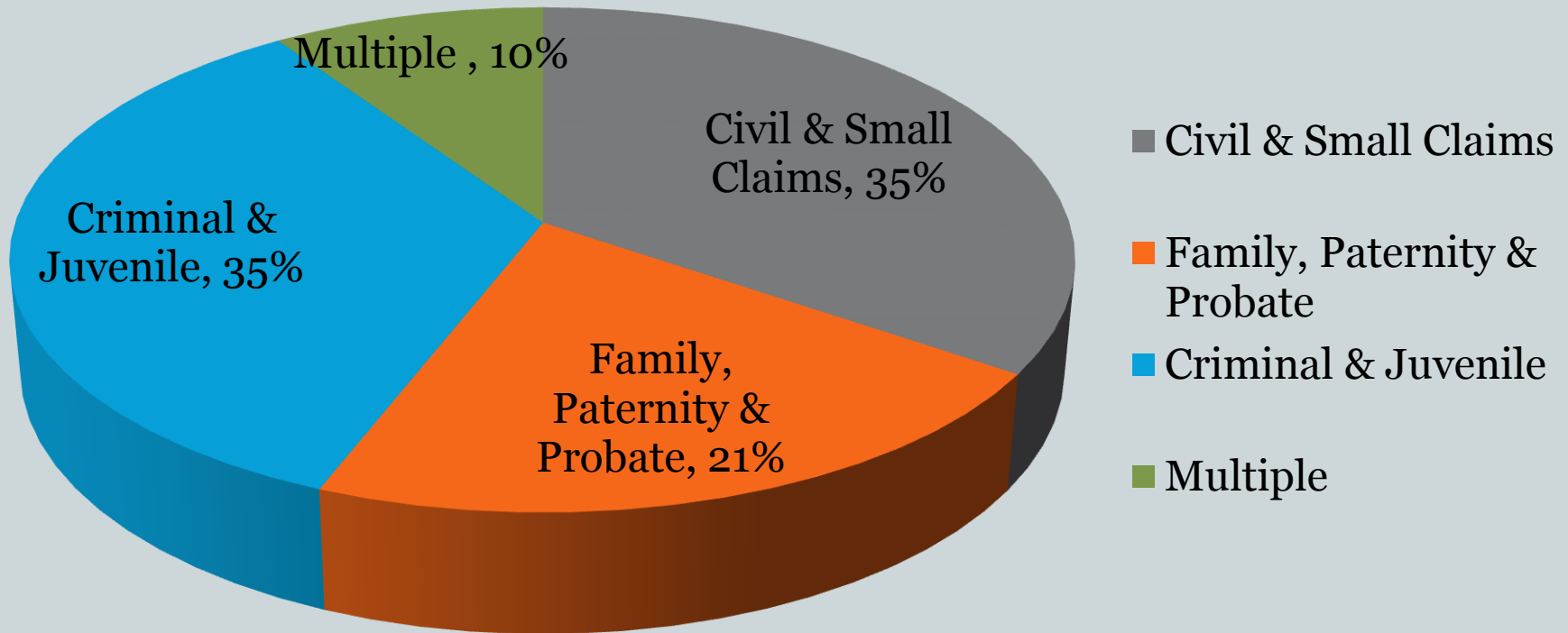


**DEMOGRAPHIC INFORMATION OF
SURVEY PARTICIPANTS**

How long have you practiced law in Racine County?



In which division, do you practice most frequently?

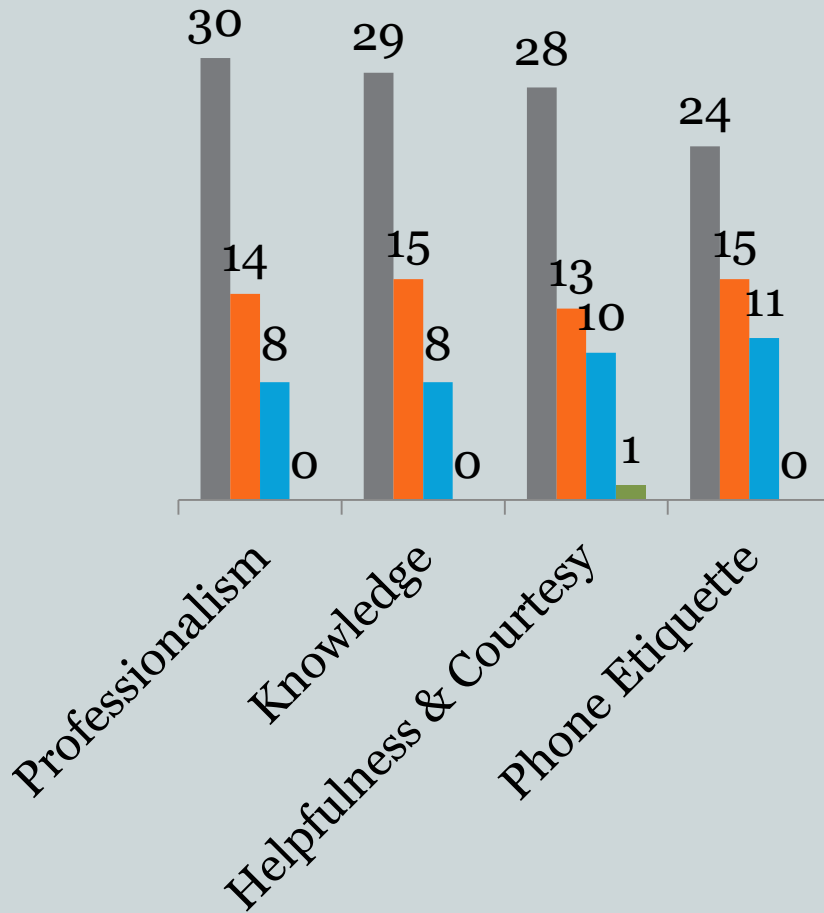


Civil & Small Claims



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)?



84.61% Professionalism Overall Positive Rating

Very good	57.69%
Good	26.92%
Satisfactory	15.38%
Poor	0%

84.62% Knowledge Overall Positive Rating

Very good	55.77%
Good	28.85%
Satisfactory	15.38%
Poor	0%

78.85% Helpfulness & Courtesy Overall Positive Rating

Very good	53.85%
Good	25%
Satisfactory	19.23%
Poor	1.92%

78% Phone Etiquette Overall Positive Rating

Very good	48%
Good	30%
Satisfactory	22%
Poor	0%

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

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



93.28% Professionalism Overall Positive Rating

Very good	68.42%
Good	24.56%
Satisfactory	7.02%
Poor	0%

92.99% Knowledge Overall Positive Rating

Very good	66.67%
Good	26.32%
Satisfactory	7.02%
Poor	0%

91.22% Helpfulness & Courtesy Overall Positive Rating

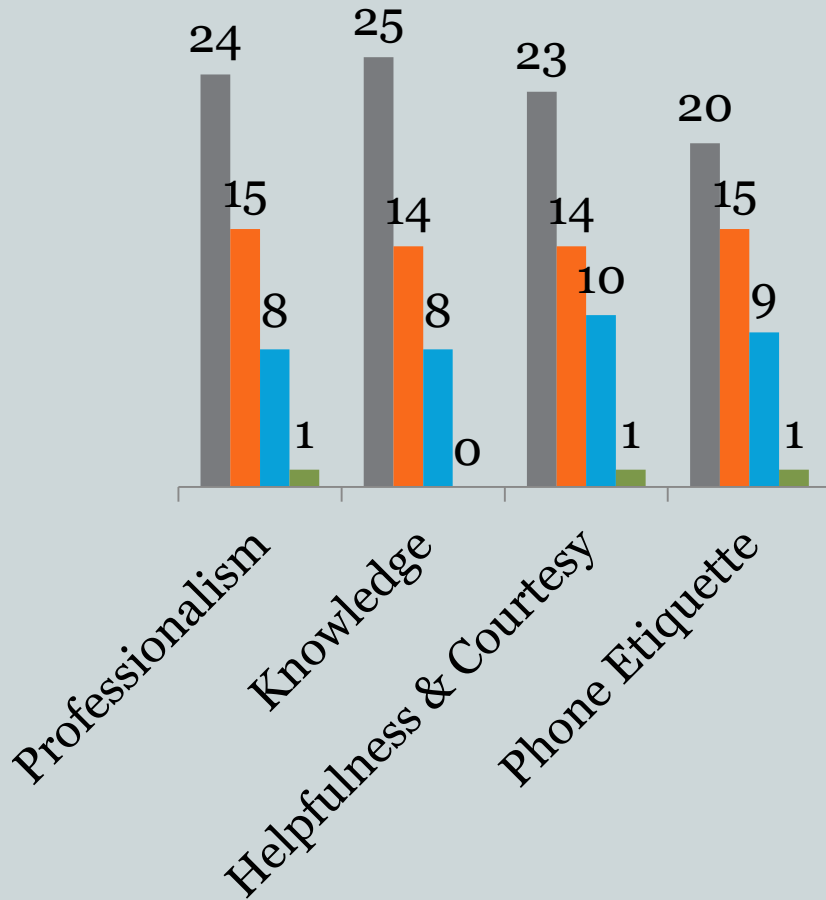
Very good	61.40%
Good	29.82%
Satisfactory	8.77%
Poor	0%

92.45% Phone Etiquette Overall Positive Rating

Very good	58.49%
Good	33.96%
Satisfactory	7.55%
Poor	0%

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

Civil & Small Claims Overall



83.61% Professionalism Overall Positive Rating

Very good	52.46%
Good	31.15%
Satisfactory	14.75%
Poor	1.64%

85% Knowledge Overall Positive Rating

Very good	58.33%
Good	26.67%
Satisfactory	15%
Poor	0%

81.97% Helpfulness & Courtesy Overall Positive Rating

Very good	52.46%
Good	29.51%
Satisfactory	16.39%
Poor	1.64%

82.14% Phone Etiquette Overall Positive Rating

Very good	50%
Good	32.14%
Satisfactory	16.07%
Poor	1.79%

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

Comments



- I do not deal with small claims or civil courts. I have dealt with the staff on the 8th floor which provides the basis for my responses.
- Samantha and Dee are wonderful at their jobs and are always very helpful.
- It would be helpful if the employees would state their name when they answer the phone.
- All the clerks on the 8th floor are kind, helpful, and resourceful.
- I don't handle civil claims very often.
- It seems that there is frequent staff turn over and that creates confusion.
- The teleconference program the court requires for telephonic appearances is extremely expensive and is not needed. No other county in the state requires a third party service to make a telephonic appearance.
- There have been a number of issues on the 8th floor with clerks giving incorrect legal advice to our paralegals, or arguing about the law with our attorneys.
- I don't like the court call system. I appreciate being able to participate in some court matters by phone rather than in person but why can't we simply get the other attorney on the line and call the court rather than paying \$60 and going through court call?
- Samantha Baker was always a pleasure to work with.
- I am satisfied with the help given when I have questions.
- It is hard to get in touch with clerks at times without return phone calls.

Comments



- I put good because the 3rd floor clerks that assist the court commissioners, at the courthouse, in the past were not very helpful or nice. The check in receptionist in Hall is very nice.
- I think the use of "Court Call" for scheduling conferences is objectionable. It costs \$60/ person when I can make a three-person conference call from my desk for free. (Plaintiff attorney, defense attorney and Court Commissioner) It's billed on the recording as being a cost savings and more efficient. For whom?!? Tell me how that conclusion is reached when I have to make more calls (to register and call in as well as all the work to make the payment) rather than just the conference call: and it costs money! It may be better for the court but it's not better for the individuals calling in. Other counties manage to hold conference calls without "Court Call".
- Court Commissioner Rudebush is terribly rude. If not for her, all of the marks above would be just fine.
- Clerks on 4th and 7th are always helpful
- I think the Court Call system for civil scheduling conferences has to go. It is ridiculous that each attorney has to pay \$60 or more, each, to be placed in a phone bridge system, when most attorneys' telephone systems can handle a conference call to the Court or they can arrange through AT&T. For a simple 2 attorney telephone scheduling conference that last all of 5 minutes, \$120 is unconscionable.
- It can be very difficult to get a hold of someone in the civil division by phone. Long phone trees, hours no one is available, etc.
- Get rid of CourtCall; it is an unnecessary expense to the Bar in nearly all cases, where our conference call capabilities are well sufficient without paying \$60 to call the court

Comments



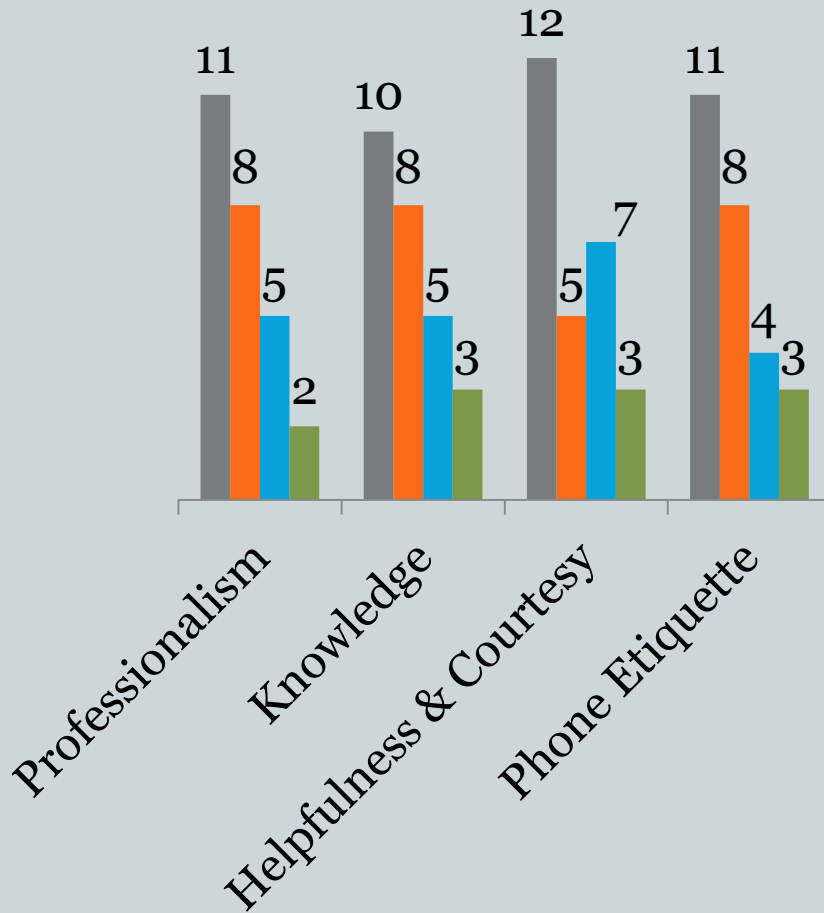
- The clerks are a mixed bag. Some are great and helpful, some won't even look at you and grunt responses.
- Court Call is an unnecessary expense for me as I have a phone system that can join up to eight parties at no charge.
- I like the opportunity to appear by phone, but do not like the compelled use of Court Call.
- I think with the increased volume small claims seems to be experiencing, either the 35 case cap needs to be raised or additional small claims calendars need to be added.
- Very difficult to get a hold of anyone or get a return call.
- Do not appear in Civil or Small Claims

Family, Paternity & Probate



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

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



73.08% Professionalism Overall Positive Rating*

Very good	42.31%
Good	30.77%
Satisfactory	19.23%
Poor	7.69%

69.23% Knowledge Overall Positive Rating*

Very good	38.46%
Good	30.77%
Satisfactory	19.23%
Poor	11.54%

62.96% Helpfulness & Courtesy Overall Positive Rating*

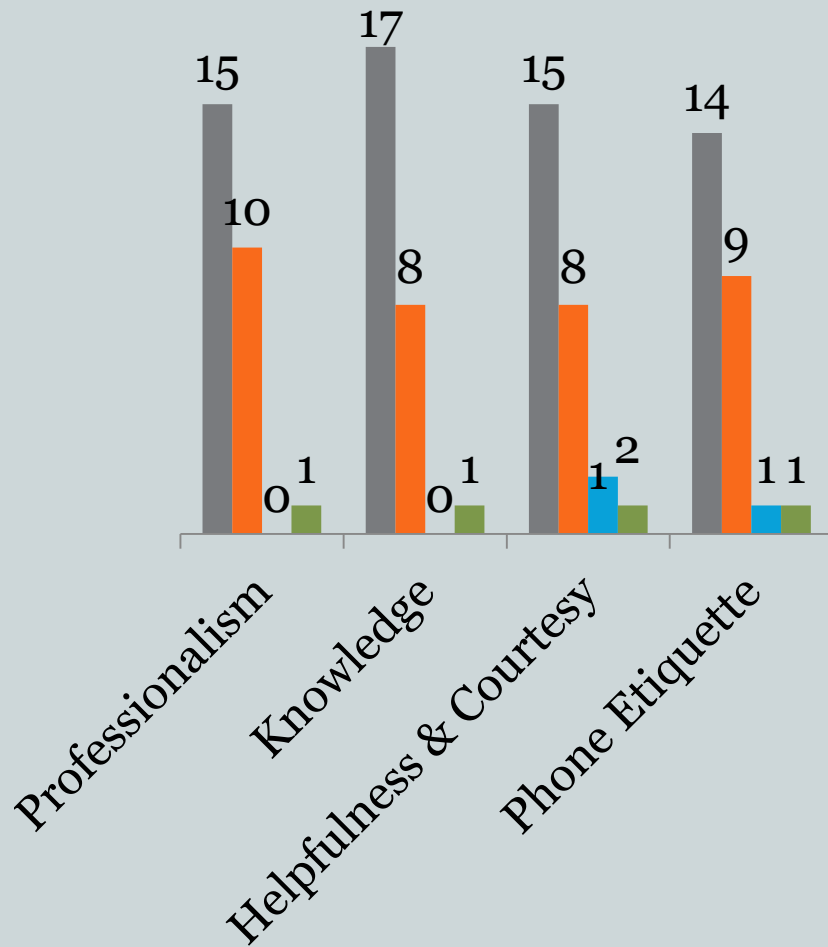
Very good	44.44%
Good	18.52%
Satisfactory	25.93%
Poor	11.11%

73.08% Phone Etiquette Overall Positive Rating*

Very good	42.31%
Good	30.77%
Satisfactory	11.54%
Poor	15.38%

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

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



96.15% Professionalism Overall Positive Rating*

Very good	57.69%
Good	38.46%
Satisfactory	0%
Poor	3.85%

96.15% Knowledge Overall Positive Rating*

Very good	65.38%
Good	30.77%
Satisfactory	0%
Poor	3.85%

88.46% Helpfulness & Courtesy Overall Positive Rating*

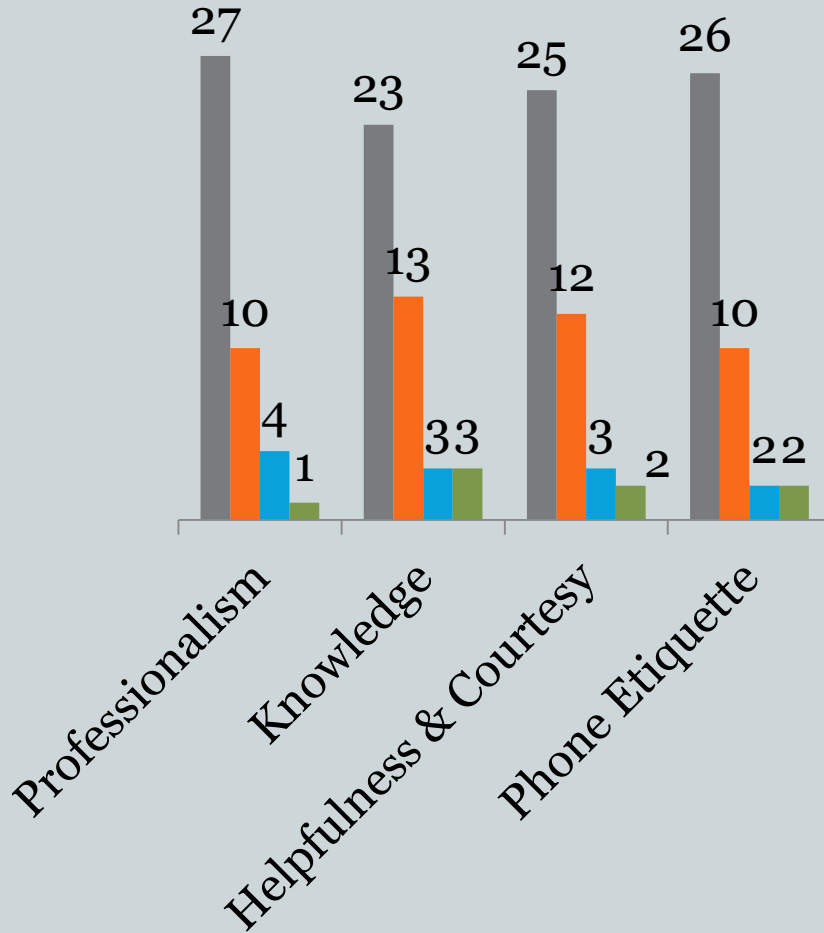
Very good	57.69%
Good	30.77%
Satisfactory	7.69%
Poor	3.85%

92% Phone Etiquette Overall Positive Rating*

Very good	56%
Good	36%
Satisfactory	4%
Poor	4%

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

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



88.1% Professionalism Overall Positive Rating*

Very good	64.29%
Good	23.81%
Satisfactory	9.52%
Poor	2.38%

85.7% Knowledge Overall Positive Rating*

Very good	54.76%
Good	30.95%
Satisfactory	7.14%
Poor	7.14%

88.1% Helpfulness & Courtesy Overall Positive Rating*

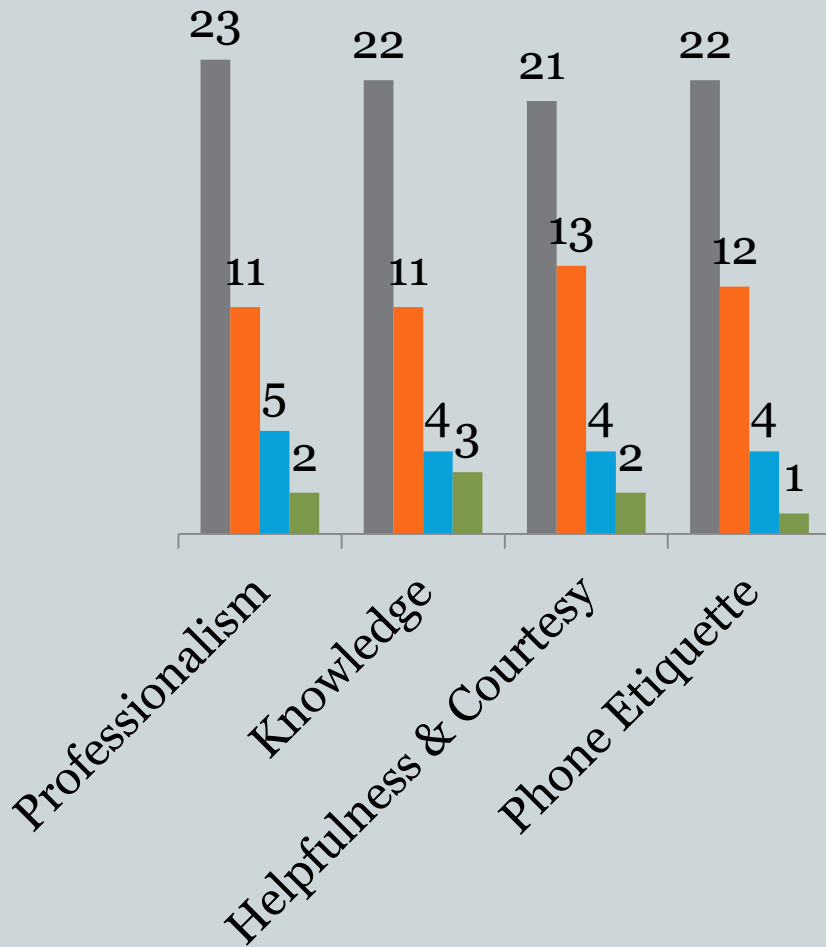
Very good	59.52%
Good	28.57%
Satisfactory	7.14%
Poor	4.76%

90% Phone Etiquette Overall Positive Rating*

Very good	65%
Good	25%
Satisfactory	5%
Poor	5%

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

Family & Probate Overall



82.9% Professionalism Overall Positive Rating*

Very good	56.1%
Good	26.83%
Satisfactory	12.20%
Poor	4.88%

82.5% Knowledge Overall Positive Rating*

Very good	55%
Good	27.5%
Satisfactory	10%
Poor	7.5%

85% Helpfulness & Courtesy Overall Positive Rating*

Very good	52.50%
Good	32.5%
Satisfactory	10%
Poor	5%

82.9% Phone Etiquette Overall Positive Rating*

Very good	53.66%
Good	29.27%
Satisfactory	9.76%
Poor	7.32%

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

Comments



- Frequent personnel changes make it hard to rate consistently.
- My only involvement is with Probate Court. Skill and service levels seem to have dropped significantly over the years.
- No experience with the Family Court, but Taryn in Probate Court is fantastic.
- The courtroom clerks for both probate and family are excellent. The phone etiquette and professionalism when call the general family court number could use improvement. There is often extremely long hold periods or just no answer at all.
- I do not deal with Probate or Family Court
- Generally, the family court clerks are good. However, I did recently have an issue where they could not figure out what needed to be filed or who knew what needed to be filed for a rather obscure action. However, they were very nice and it was worked out. Also, I have - on occasion - been put on hold by the 3rd floor and ended up getting hung up on. The 3rd floor clerks seem to have a range of knowledge, although they are all very nice.
- I would like to get regular updates on important phone numbers emailed to me. I am pleased with the help given by phone and do like to have the direct phone numbers for the information sought.
- I don't practice in these areas.
- Probate clerks are consistently rude and ill-informed on basic matters of probate law.
- Do not appear in Family or Probate
- I have very little to do with these courts however the few times I have - the clerks have been very helpful

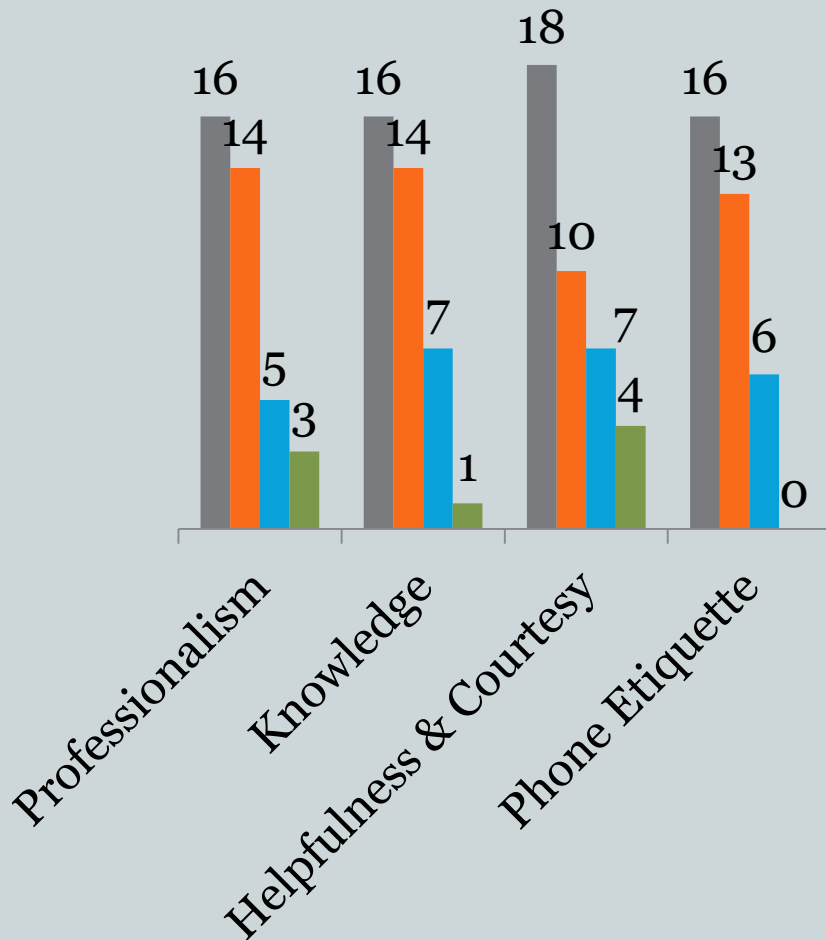
Criminal & Juvenile

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?



78.9% Professionalism Overall Positive Rating*

Very good	42.11%
Good	36.84%
Satisfactory	13.16%
Poor	7.89%

68.7% Knowledge Overall Positive Rating*

Very good	42.11%
Good	26.84%
Satisfactory	18.42%
Poor	2.63%

71.8% Helpfulness & Courtesy Overall Positive Rating*

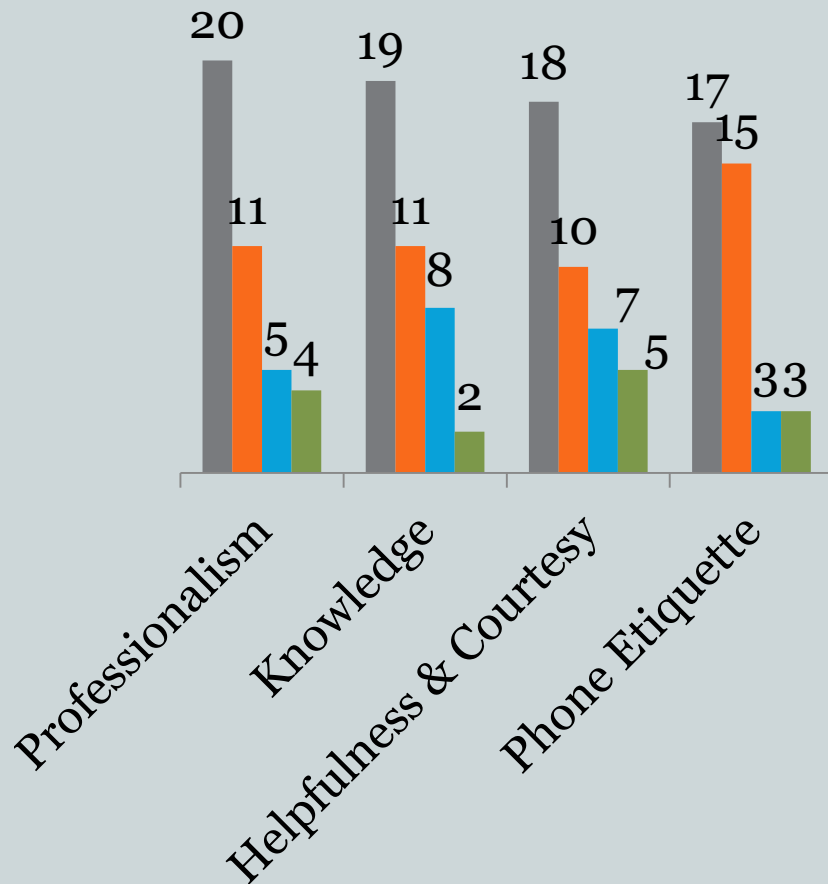
Very good	46.15%
Good	25.64%
Satisfactory	17.95%
Poor	10.26%

82.9% Phone Etiquette Overall Positive Rating*

Very good	45.71%
Good	37.14%
Satisfactory	17.14%
Poor	0%

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

How would you rate our service at the Felony Counter?



77.5% Professionalism Overall Positive Rating*

Very good	50%
Good	27.5%
Satisfactory	12.5%
Poor	10%

75% Knowledge Overall Positive Rating*

Very good	47.5%
Good	27.5%
Satisfactory	17.5%
Poor	12.5%

70% Helpfulness & Courtesy Overall Positive Rating*

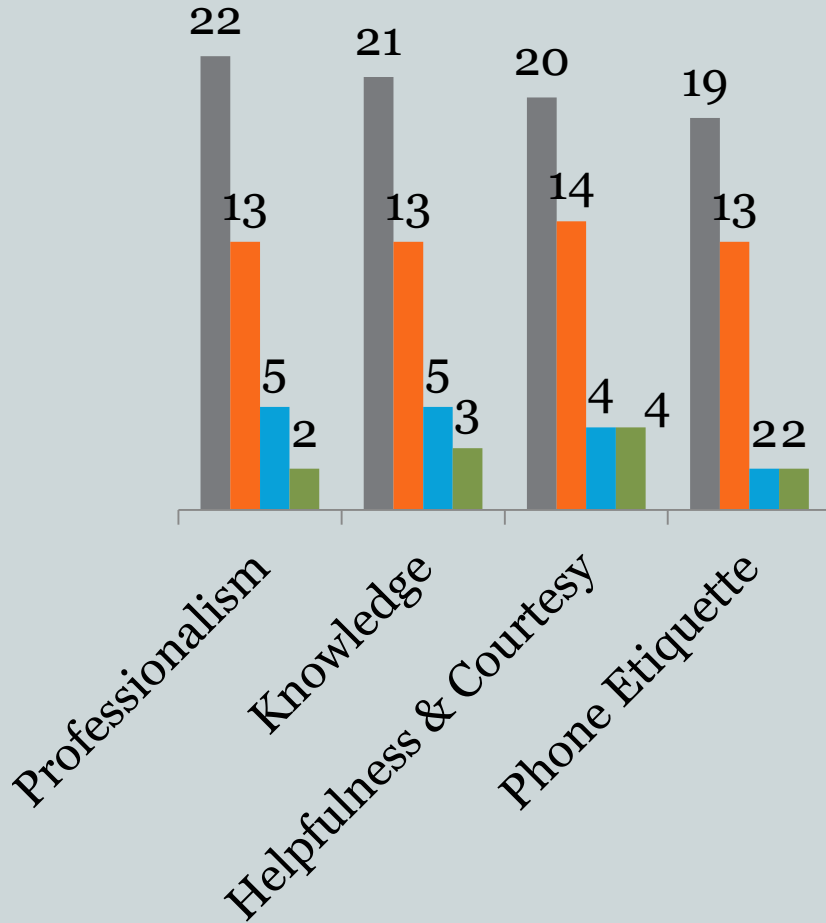
Very good	45%
Good	25%
Satisfactory	17.5%
Poor	12.5%

84.21% Phone Etiquette Overall Positive Rating*

Very good	44.74%
Good	39.47%
Satisfactory	7.89%
Poor	7.89%

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

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



83.3% Professionalism Overall Positive Rating*

Very good	52.38%
Good	30.95%
Satisfactory	11.9%
Poor	4.76%

81% Knowledge Overall Positive Rating*

Very good	50%
Good	30.95%
Satisfactory	11.9%
Poor	7.14%

80.7% Helpfulness & Courtesy Overall Positive Rating*

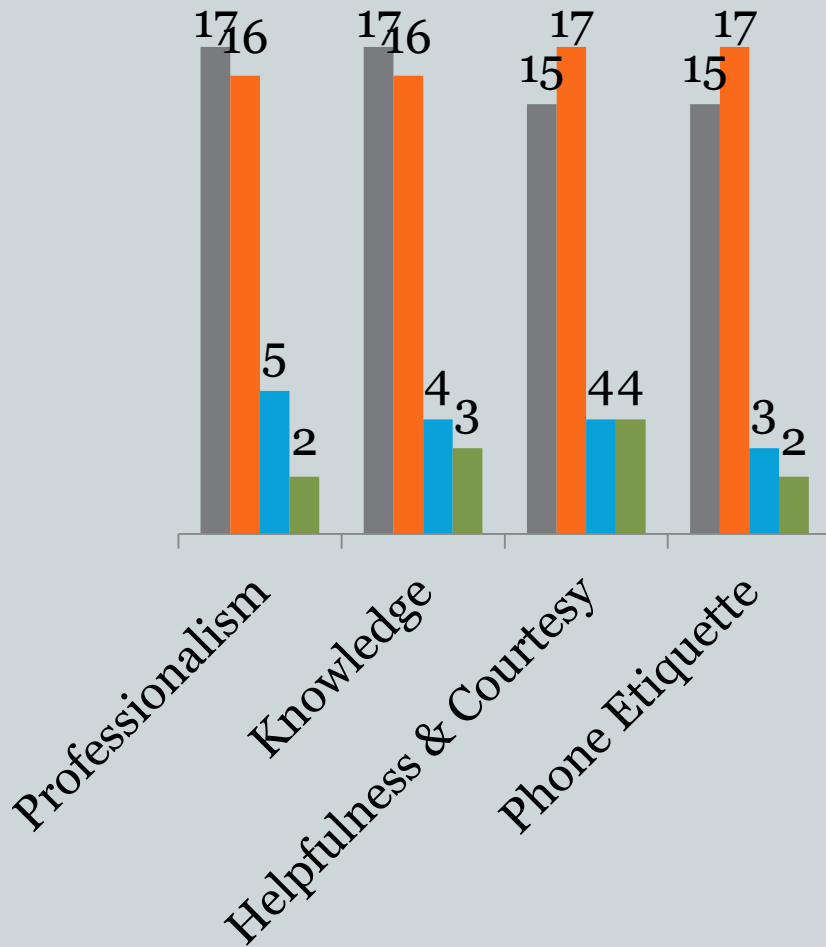
Very good	47.62%
Good	33.33%
Satisfactory	9.52%
Poor	9.52%

86.5% Phone Etiquette Overall Positive Rating*

Very good	51.35%
Good	35.14%
Satisfactory	8.11%
Poor	5.41%

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

Criminal & Juvenile Overall



82.5% Professionalism Overall Positive Rating*

Very good	42.5%
Good	40%
Satisfactory	12.5%
Poor	5%

82.5% Knowledge Overall Positive Rating*

Very good	42.5%
Good	40%
Satisfactory	10%
Poor	7.5%

80% Helpfulness & Courtesy Overall Positive Rating*

Very good	37.5%
Good	42.5%
Satisfactory	10%
Poor	10%

86.5% Phone Etiquette Overall Positive Rating*

Very good	40.54%
Good	45.95%
Satisfactory	8.11%
Poor	5.41%

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

Comments



- Most Courtroom Clerks are very knowledgeable, but a few are lacking competent skills. Timeliness in putting dates in the system is an issue at times.
- I find the two young women in the felony clerk area extremely unhelpful. They seem bothered when they have to actually do something. They rarely answer the phone when I call. The courtroom clerks... Judge Flancher's clerk is great. Ann is never around lately and on those rare occasions she is, she seems extremely distracted. She offers motion dates after trials. Doesn't seem to be listening in court. It seems like something is going on in her life. Tracy remains extremely challenging to work with, it seems like she wants to make everything harder on everyone around her.
- It truly depends on the clerk.
- Please consider giving VJ a raise. He has been a bailiff a long time and is very knowledgeable about the system and very helpful.
- Nettie is the best. Hands down. Please don't move her out of Branch 5.
- this was a little hard to fill out as clerks in general differ from each other in significant ways. Some are extremely helpful, some not so much
- Some clerks are very hard to get a hold of. Do not respond timely and we have to get answers through managers or other staff. It would be nice to have more than one person to be able to answer questions instead of one clerk per judge.
- The traffic/juvenile counter tends to get a little backed up. And it is sometimes hard to get through on the phone to the juvenile clerk to ask a question.
- It would be nice to get regular updates to court clerk emails and phone numbers. Very satisfied with the job they do.

Comments

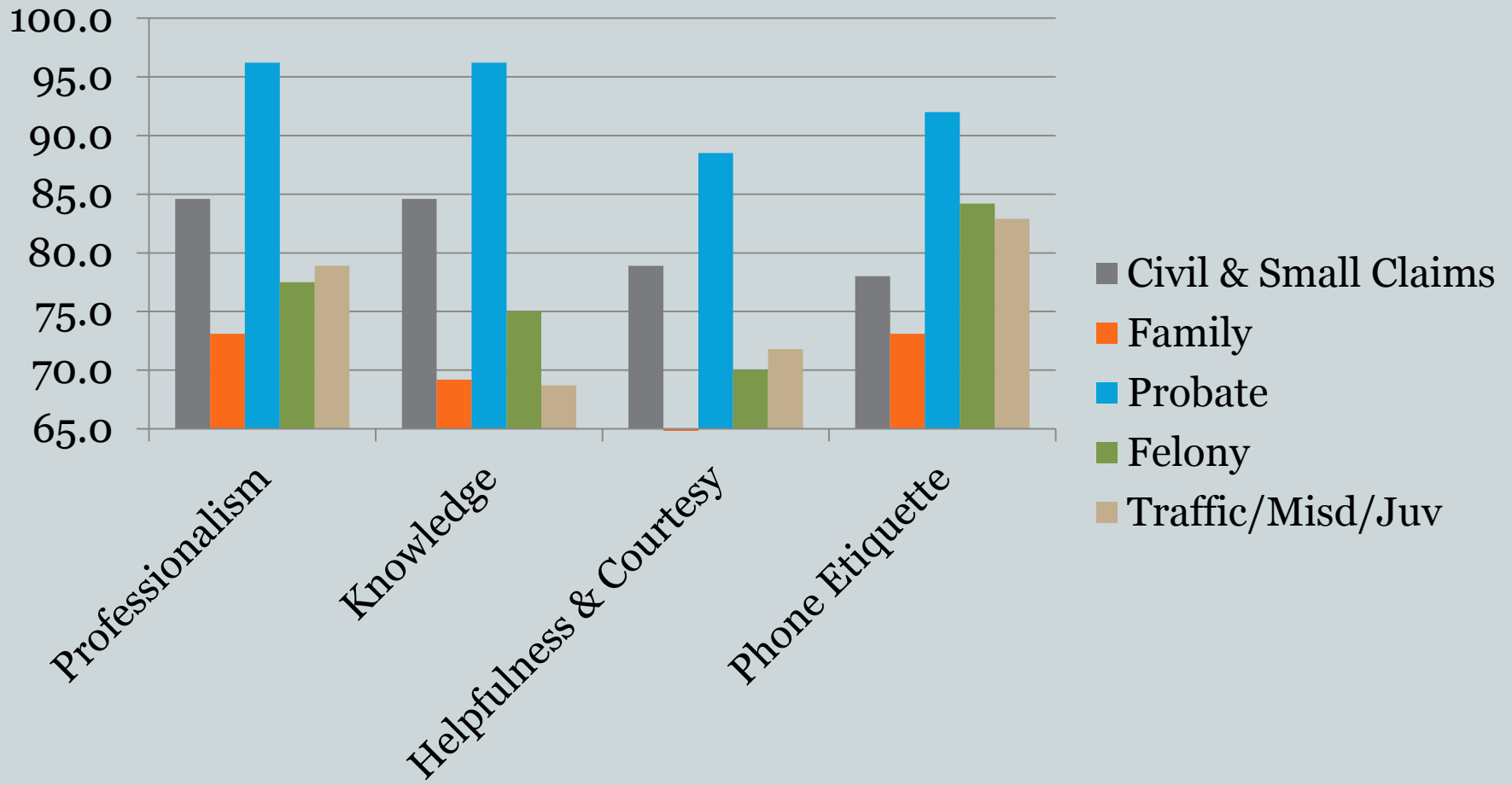


- I think some of the large civil courtrooms could be remodeled to allow space for family law services to all be on ONE floor. It is rare to have civil trials these days, and one or two courtrooms could remain and be remodeled for jury services and technology. It's unfortunate to have commissioner hearings in family on the 1st floor (usually small claims hearing room) and hodge-podge hearings on the 3rd floor or 5th floor small conference rooms used for default hearings. Even default/stipulated hearings should be in a small courtroom like setting - the whole purpose is the brief formality of the marriage ending and approval of the final agreement. A small meeting room doesn't meet that goal. It's also confusing for parties and attorneys to be shuffled around. At minimum, there should be one location for ALL family court filings and commissioner activity and hearings. Judge's rooms can be on different floors and they don't need large rooms. Civil judges could use small hearing rooms for status and pretrial hearings and they could share one or two large courtrooms for jury trials - with adequate technology for exhibits and testimony. .
- I am unclear as to why juvenile attorneys are required to sign in for each hearing when we are already on the calendar.
- I don't practice in these areas.
- Carrie is excellent in juvenile court. Ann is also great in felony but not all felony clerks are as helpful. There needs to be a uniform policy on getting dates prior to filing a motion or filing the motion and then getting a date. It's very difficult to manage a calendar when you can't get the date first.
- The clerk supervisor in T&M is not very nice and is extremely demanding of everyone around her. The two young women who sit closest to the window in felony court often seem annoyed when people come to the window. One of the three felony deputy clerks seems as though she makes an effort to create a calendar backlog and to treat attorneys with disdain.
- there are a few clerks that are hard to deal with however the majority are great
- It varies depending on the courtroom. Some clerks are excellent (they deserve "very good" as individuals).

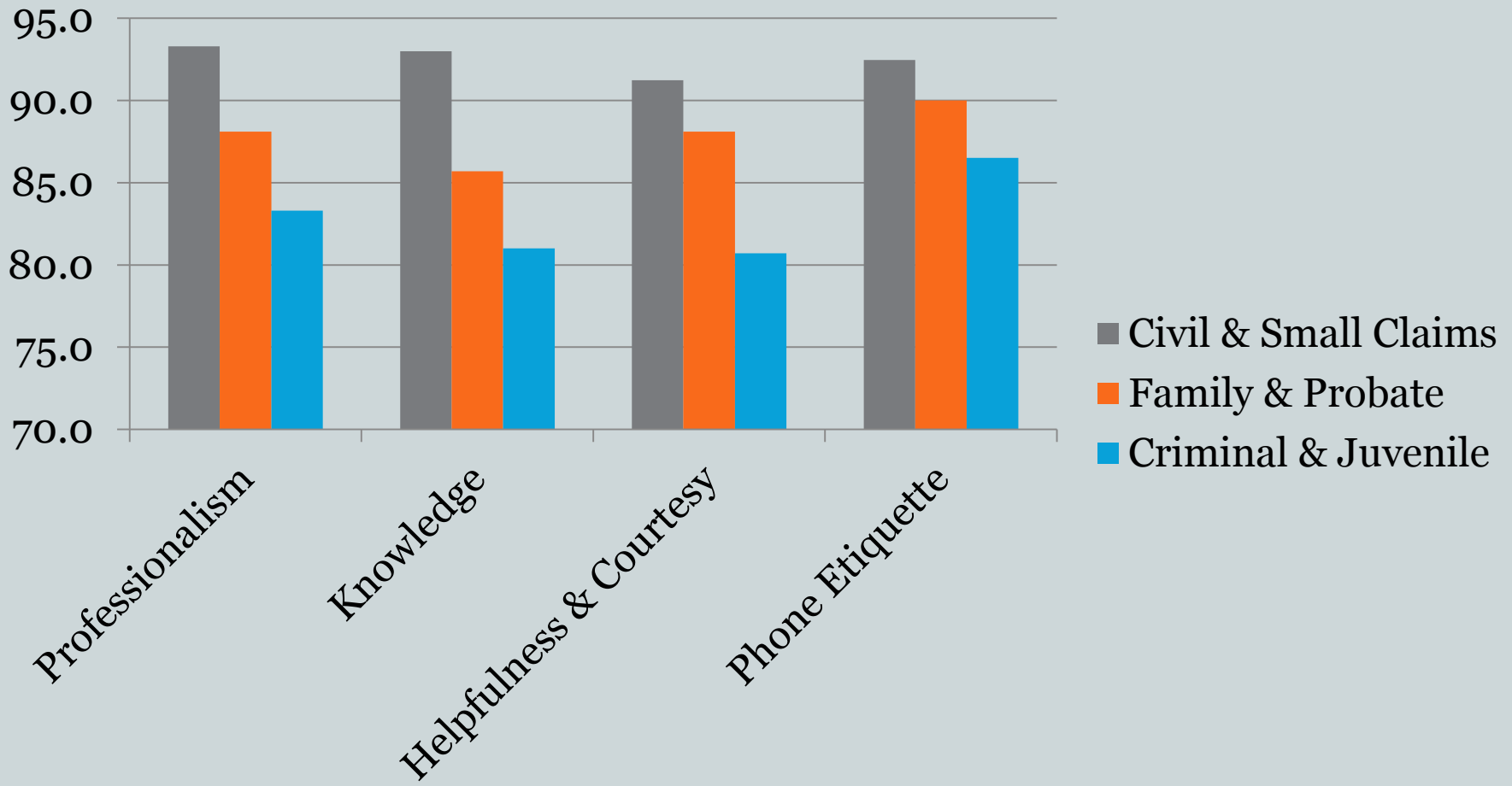
Overall Comparison



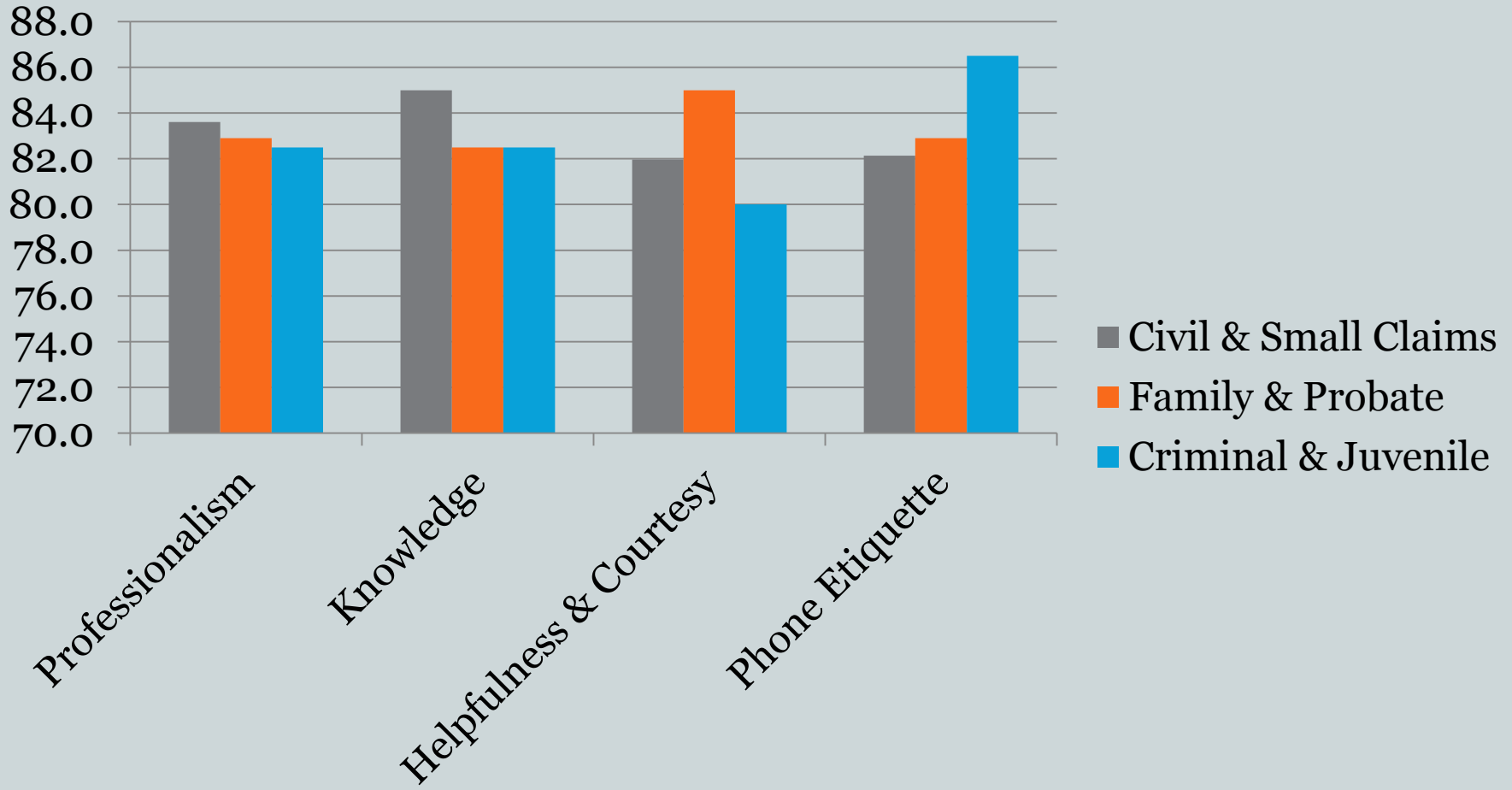
Counter Ratings



Deputy Court Clerk Ratings



Overall Ratings



Overall Comments



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



- Your employees on the 8th floor are always prompt and courteous.
- Handle calls in a professional way and attempt to help caller to the best of their abilities or knowledge.
- Very friendly
- Clerks are usually very professional and willing to assist.
- Scheduling
- Re-scheduling via email.
- Getting out JOC's and other final documentation for hearings and bond conditions.
- Very resourceful and always willing to help. Extremely friendly staff.
- Most of the time the staff is very polite and helpful. Electronic filing is handled well. The courtroom clerks are all very good.
- The entire Staff works under what is a crushing case load. I give the staff a lot of credit for doing the job that they do with the resources that they have.
- Most of the clerks are very friendly and want to help. They generally know the process and can answer basic questions.
- Helps with various attorney questions about court dates and times.
- I think Julie Janssen, Laurie Hardy, Karen Stephan, Tracy Kirsh, VJ, Diane Hanson, Cheri (repischak's clerk), Lori (probate), Carrie Dail, Linda Beasley, Taryn (Constantine's clerk) and all the clerks on the 5th floor are amazing. Very nice and extremely accomodating. Always professional.

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



- Professionalism. Willing to listen to attorneys and parties to come up with good solutions.
- They are very helpful when all sorts of crazy issues pop up.
- Very responsive overall. Telephone inquiries have become more important to our practice and the courtesies extended are appreciated.
- Assists public and litigants, including counsel with the logistics of dealing with matters.
- Efficient
- Occasionally, I have issues with electronic filing. The clerks are very helpful in resolving any issues.
- Civil deputy clerks conduct scheduling conferences well.
- everything now online so don't really have any personal contact
- Appreciate that scheduling conferences are often scheduled on the same day/close to the same time so that we save multiple trips.
- Working with attorneys on the day of court
- good courtroom technology
- Have the files necessary and helpful for the case
- Dee and Samantha are both very helpful and responsive to all issues that we have come up.
- Overall, the Clerk's office is professional and helpful. It would be good to consider improving accessibility by phone, fax etc. particularly for out-of-county attorneys.
- Process e-filing fairly promptly.

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



- Responds to e-mails timely.
- Clerks have improved greatly in their courtesy toward attorneys and staff who call in for information, to change dates, etc. It is a pleasure to deal with them. Clerks respond to emails promptly and courteously. Thank you.
- Amy v. is always quick to respond when I have a question or concern and she's very helpful. Carrie R. is also the same in juvenile court.
- Generally speaking, the Clerk's Office is incredibly helpful and considerate. You are prompt and thorough with e-filing and the vast majority of clerks seem to see themselves as members of a team striving to make courtrooms more efficient.
- very helpful

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



- Cross Training clerks in all areas would be helpful for substitutions/filling in.
- Retain employees for consistency of service.
- Communication is very poor. Getting return phone calls from the Clerk's office is difficult.
- Do not over crowd the court calendar
- They need more training. Perhaps two clerks per court so they can have rotating days so that stuff can get done proficiently.
- Giving out dates prior to filing a motion ie. bond hearing,etc. making sure that modified bonds get to the jail on time.
- Expediency with restraining orders. I had an experience when filing a d.v. restraining order in early afternoon on a Thursday, and it was not sent to the judge until Monday for review. Over the weekend, there was an incident between the parties to the restraining order that would have been prevented if the R.O. had gotten to the judge faster. This was very disappointing. I know there are a lot of moving parts with that type of filing, but it can be very dangerous for petitioners when not moved through the process quickly.
- Much better use of space. See my comments after question 14.
- Complex issues - such as more obscure filings and appeals - can be dicey. Having one person know about something can be problematic - especially if that person only works a few days a week.
- Pretty good as is now. Keep it up.
- They all do an excellent job.

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



- Add more time slots for small claims. It is hard to get everything calendared as our demand for clients has increased.
- Provide more opportunities to appear by telephone without having to make a payment.
- more information in response to questions
- Lower level felony court can be nicer. Court commissioner clerks can be nicer too.
- Allow telephonic appearances outside of the Court Call service. Every other county does.
- The use of Court Call for scheduling conferences should be eliminated; it is cost-prohibitive.
- Communication in clerk's office between other clerks
- Recognize the scheduling issues and conflicts for counsel
- Please see comment to no. 4.
- See Above
- Scheduling! Very frustrating trying to change dates that have been arbitrarily assigned by the clerk.
- Get rid of CourtCall
- Get bond refunds out in a timely manner. Employ long term permanent employees instead of the temps.
- Retain employees longer so that qualified/experienced people can serve the public and the bar.
- Courtesy to lawyers. We are all just trying to do our jobs. All offices need to be open over the noon hour.

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



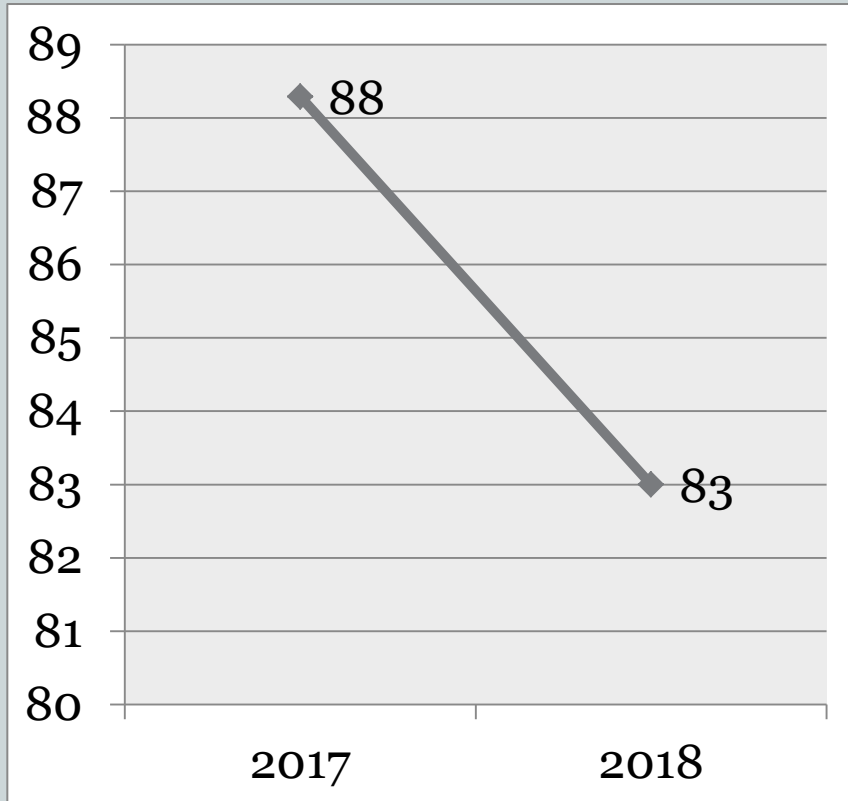
- Hire and train competent, professional probate assistance.
- Again a uniform policy on filing for motion hearings. It is difficult to remain organized when you're in multiple courts and try to schedule a hearing when you have to file a blank motion and wait for a date. We should be able to get those dates ahead of time.
- I would like to see sporadic in court observation of clerks so the management within the Clerk's office can see first hand what is happening in court.
- better minutes some are extremely skimpy

Survey Trends

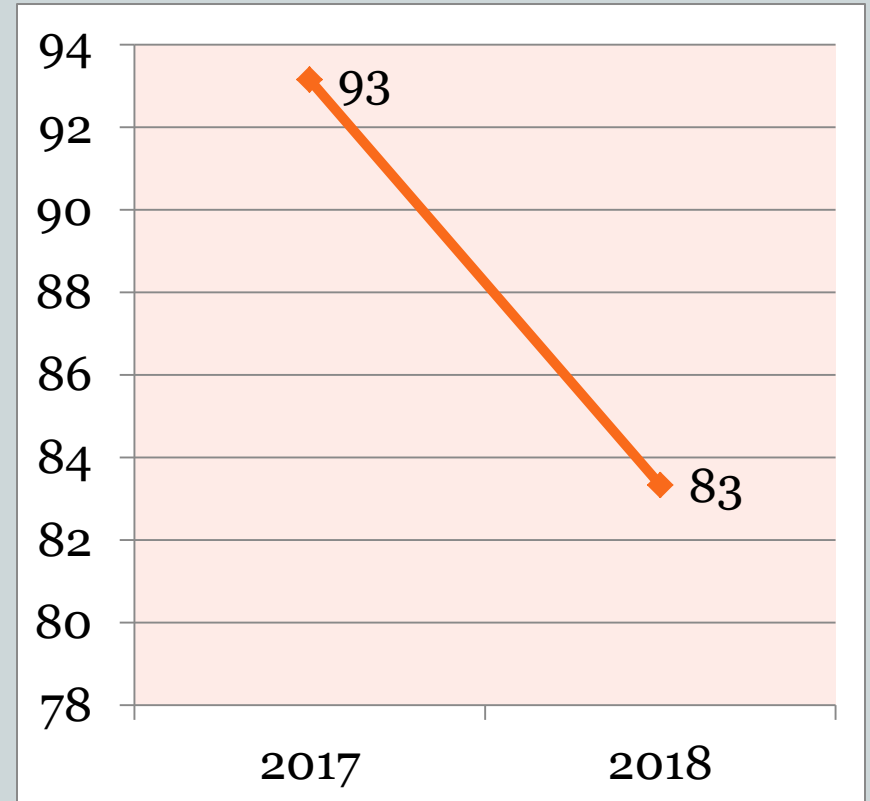




Professionalism

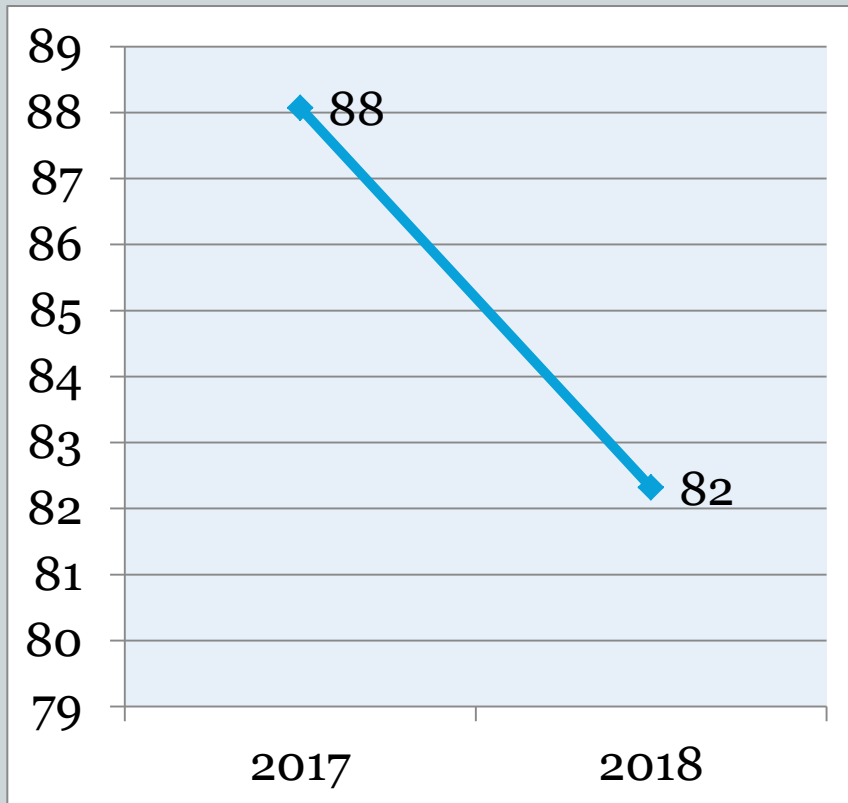


Knowledge

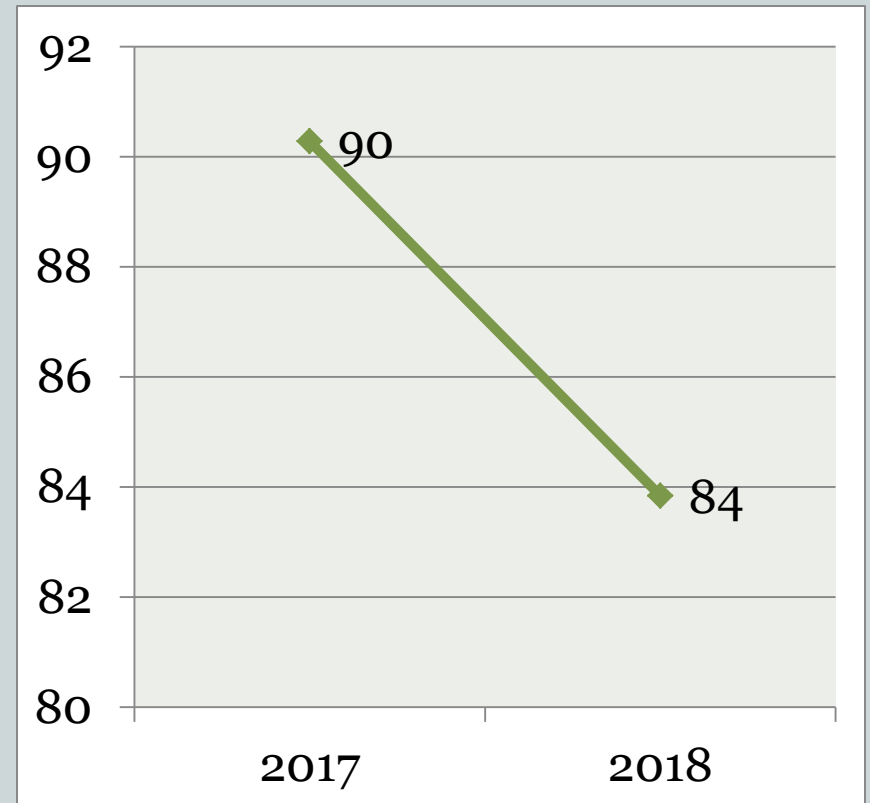




Helpfulness & Courtesy



Phone Etiquette





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.