



Jefferson County
Office of the Circuit Court Clerk
2014 Annual Attorney Survey

Executive Summary



The following are highlights of the 2014 Office of the Circuit Court Clerk Annual Attorney Survey:

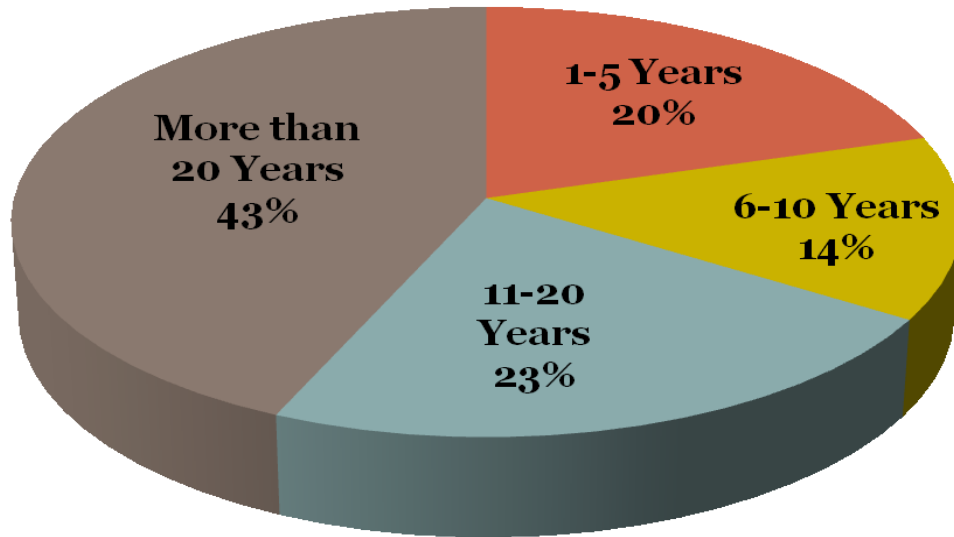
- ❖ The survey was designed using the online survey assistant, Survey Monkey and was distributed via e-mail and online publications.
- ❖ This analysis includes responses from 138 local attorneys who utilize our services on a regular basis.
- ❖ The purpose of the survey was to identify any strengths and/or weakness within our organization in order to better serve our judicial partners.



David L. Nicholson, Clerk

Demographics

How long have you practiced law in Jefferson County?



1-5 Years

20%

6-10 Years

14%

11-20 Years

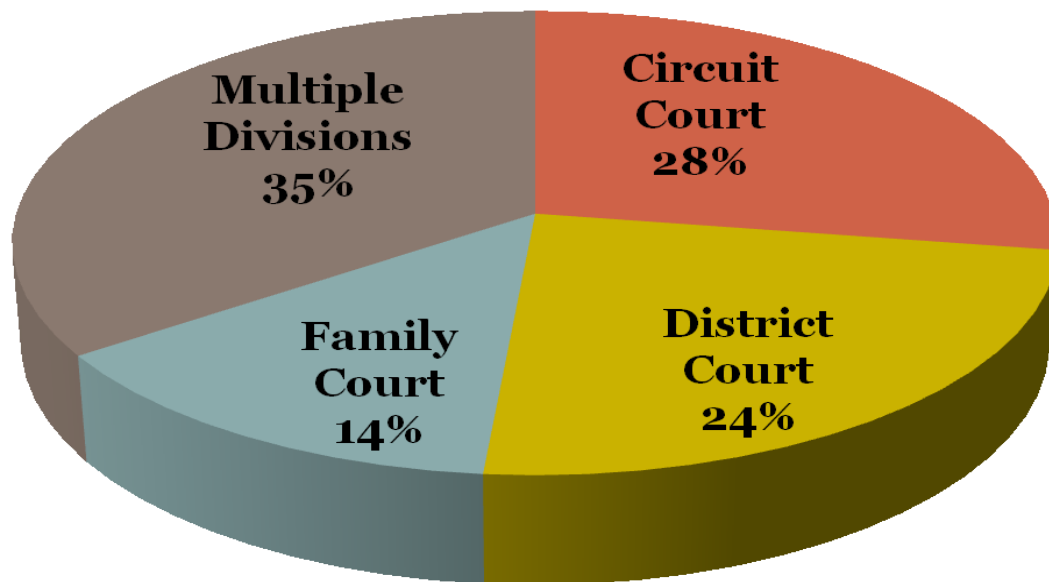
23%

More than 20 Years

43%

****Percentages have been rounded**

In which division, do you practice most frequently?



Circuit Court
27%

District Court
24%

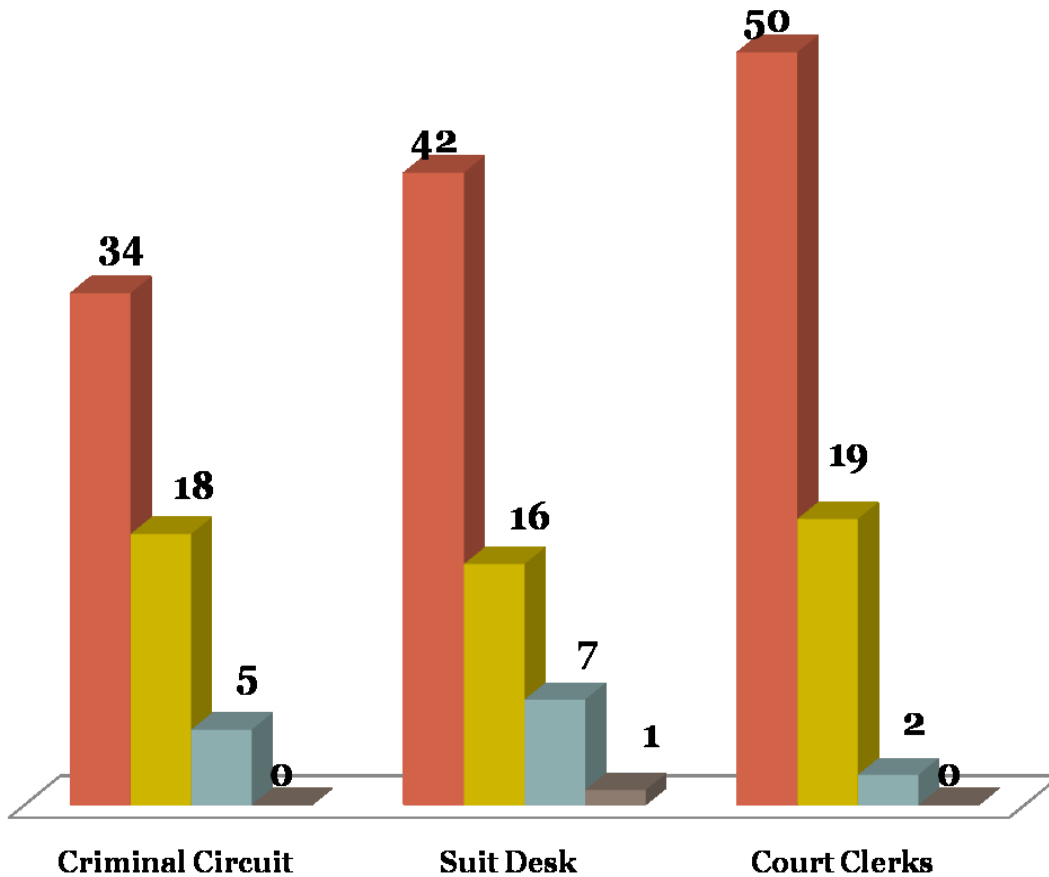
Family Court
14%

Multiple Divisions
35%

**Percentages have been rounded

Circuit Court

How would you rate our service in the following Circuit Court departments?



**91.2% Circuit Criminal Overall
Positive Rating**

Very Good	59.6%
Good	31.6%
Satisfactory	8.8%
Poor	0%

**87.88 % Suit Desk Overall
Positive Rating**

Very Good	63.64%
Good	24.24%
Satisfactory	10.61%
Poor	1.52%

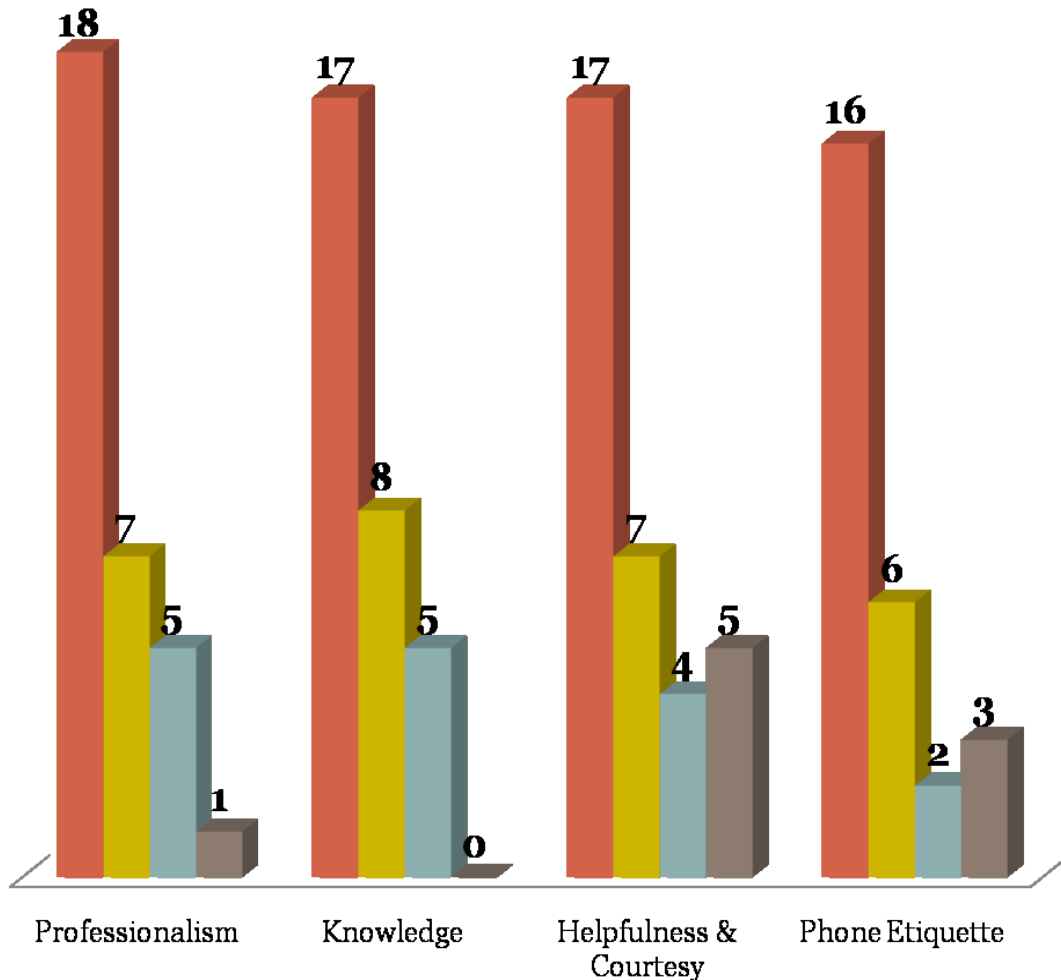
**97% Court Clerk Overall
Positive Rating**

Very Good	70%
Good	27%
Satisfactory	3%
Poor	0%

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

****Percentages have been rounded**

How would you rate our deputy clerks in Circuit Court?



81% Professionalism Overall Positive Rating

Positive Rating	
Very Good	58%
Good	23%
Satisfactory	16%
Poor	3%

83.4% Knowledge Overall Positive Rating

Positive Rating	
Very Good	56.7%
Good	26.7%
Satisfactory	16.7%
Poor	0%

73% Helpfulness & Courtesy Overall Positive Rating

Very Good	52%
Good	21%
Satisfactory	12%
Poor	15%

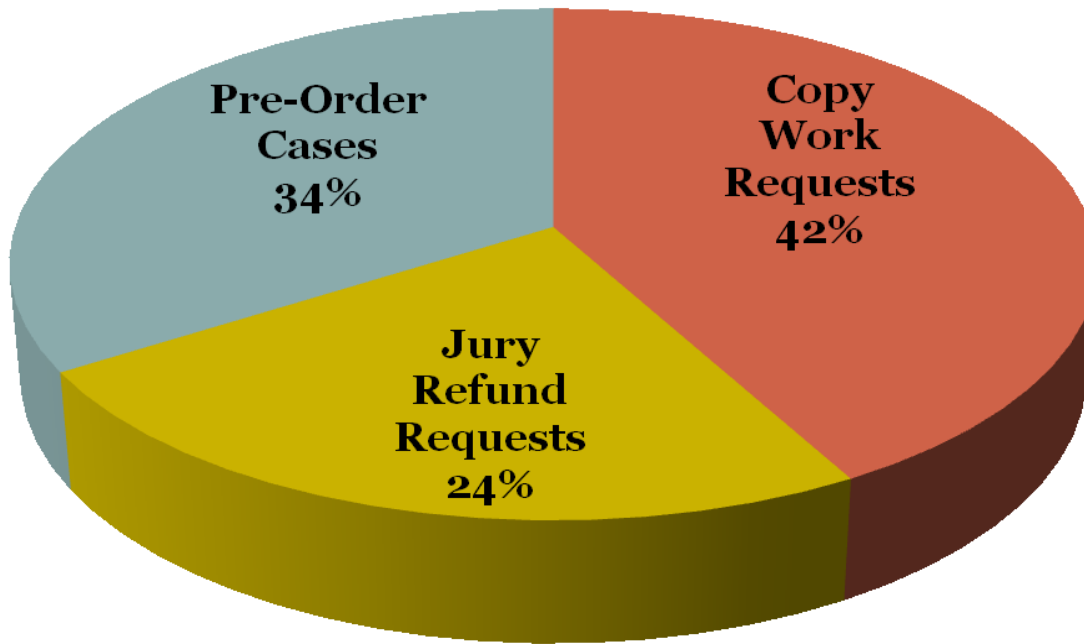
82% Phone Etiquette Overall Positive Rating

Very Good	59.3%
Good	22.2%
Satisfactory	7.4%
Poor	11.1%

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

**Percentages have been rounded

Which of the following services would be beneficial if conducted via e-mail in Circuit Court?



Copy Work Requests

42%

Jury Refund Requests

24%

Pre-Order Cases for Review

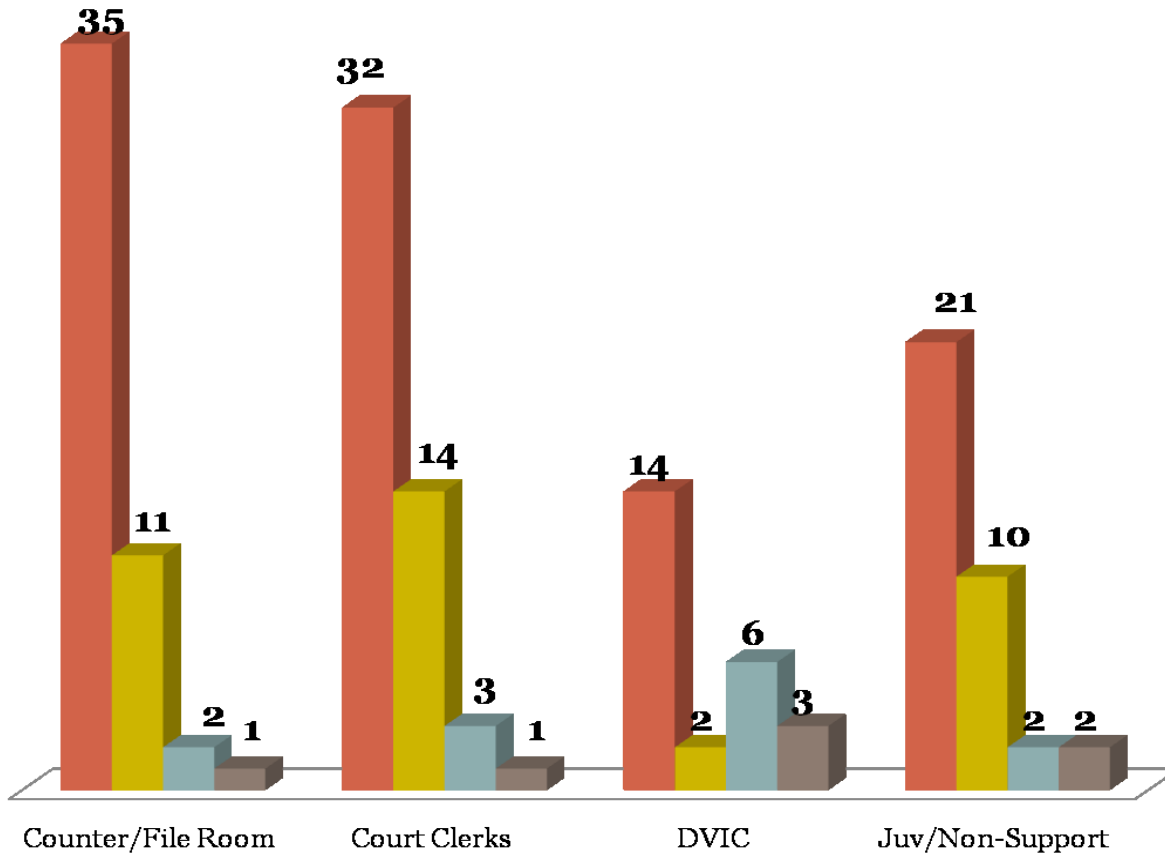
34%

**Percentages have been rounded

- Suit desk personnel often give conflicting answers to the same question; also not always very motivated to help you
- Quit watching the clock. 4:30 will get here. Remember, your job is to help and provide information. Like wise, attorneys and their staff should remember the clerks are providing a valuable service and deserve to be treated respectfully.
- The clerks at the suit desk hang out and chat and always complete personal conversations before assisting anyone. Focus on present customers
- Acknowledging that people are there. It sometimes takes up to three minutes before anyone even helps you let alone say hello.
- There are a few deputy clerks who are excellent. However, there are more who are not.
- Top notch
- Receiving orders/documents from the Court notices regarding motion hour cancellation/rescheduling

Family Court

How would you rate our service in the following Family Court departments?



93.88 % Counter/File Room

Overall Positive Rating

Very Good	71.43%
Good	22.45%
Satisfactory	4.08%
Poor	2.04%

92% Court Clerks Overall

Positive Rating

Very Good	64%
Good	28%
Satisfactory	6%
Poor	2%

64% DVIC Overall

Positive Rating

Very Good	56%
Good	8%
Satisfactory	24%
Poor	12%

88.6% Juvenile/Non-Support

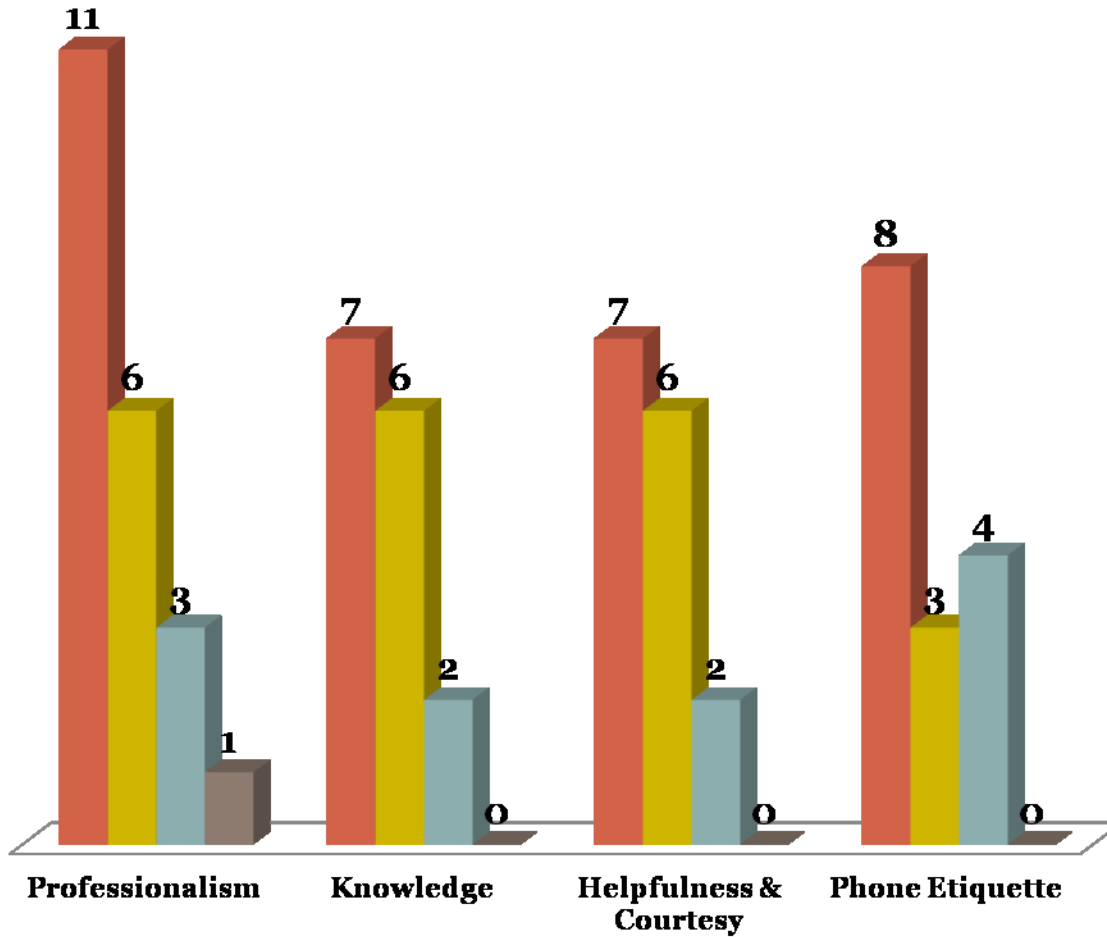
Overall Positive Rating

Very Good	60%
Good	28.6%
Satisfactory	5.7%
Poor	5.7%

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

****Percentages have been rounded**

How would you rate our deputy clerks in Family Court?



81% Professionalism Overall Positive Rating

Very Good	52%
Good	29%
Satisfactory	14%
Poor	5%

87% Knowledge Overall Positive Rating

Very Good	47%
Good	40%
Satisfactory	13%
Poor	0%

87% Helpfulness & Courtesy Overall Positive Rating

Very Good	47%
Good	40%
Satisfactory	13%
Poor	0%

73% Phone Etiquette Overall Positive Rating

Very Good	53%
Good	20%
Satisfactory	27%
Poor	0%

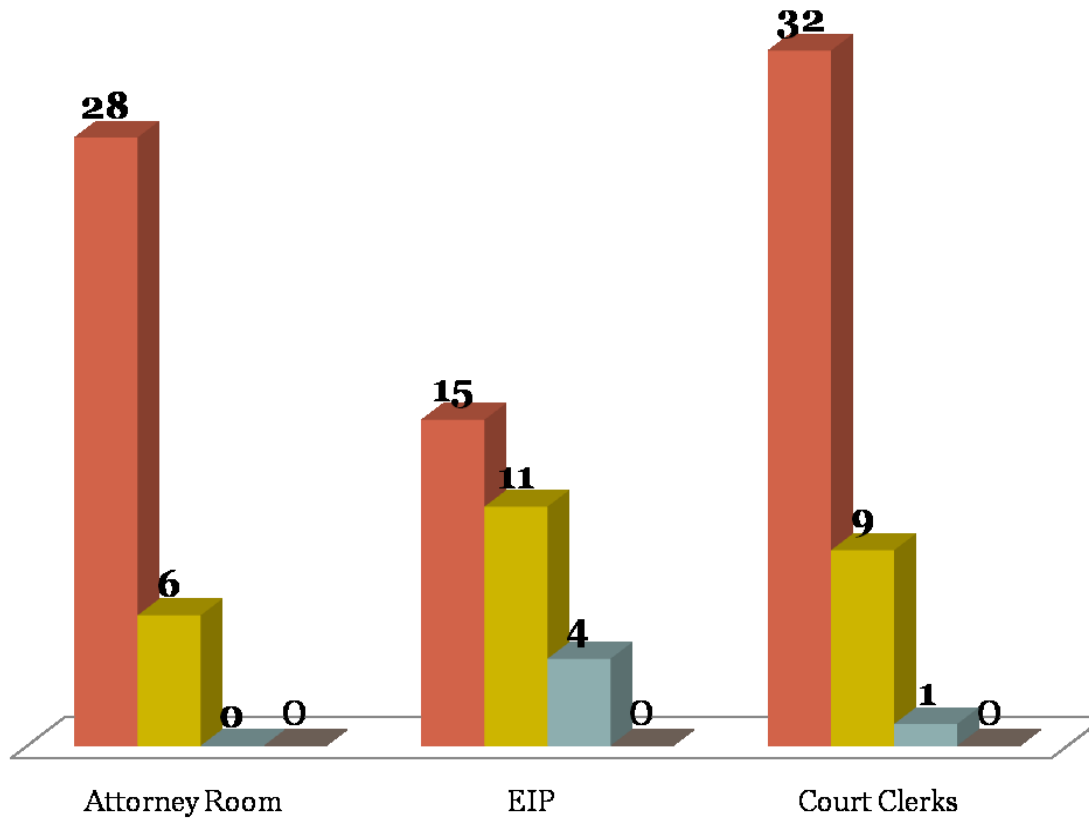
Overall positive rating includes *Very Good* and *Good*

**Percentages have been rounded

- Counter clerks sometimes chat about personal things while I'm waiting in line, and it's irritating. This happens much more often in circuit court office, but it happens occasionally in family court office. I often think they could be more service-oriented. FC file room (Craig) does an outstanding job so I checked Very Good, but if you had divided counter clerks out, I would have checked Good for counter, VG for file room.
- Stop allowing unrepresented parties to chat on the phone while tying up a clerk.
- Allow easier access to J case records
- Tell the pro se people that your clerks aren't their lawyers, shut up, and let the grown ups work
- Apparently every division does things differently. More uniformity of procedure would help.
- Allow easier phone access and return our calls
- Provide internet access to child support and family court files with the use of a secure code provided to attorney and allow re-docket in Family Court through the internet.
- Same excellent service from the Juvenile/Child Support staff.
- Keep the attorney window open
- Regular updates to juvenile cases in CourtNet. Although the clerks are always very helpful in the juvenile division, juvenile attorneys can now access cases with CourtNet 2.0 and it is sometimes more convenient to be able to check a case online for new dates without having to call and wait for the file to be located. Note: I am seeing this more often already, and it has proven to be very helpful.
- The files need to be rearranged for easier filing/accessing in the FC Clerk's office. Cases that are re-active do not need to be returned to Archives.
- DVIC needs much better record-keeping practices. Court personnel require more and quicker access to documentation and information gathered during the investigation and filing process.
- Clerks can frequently be overheard providing legal advice to the public at the front desk. The file room clerks are always helpful and polite.

District Court

How would you rate our service in the following District Criminal departments?



100% CT Attorney Room Overall Positive Rating

Very Good	82.35%
Good	17.65%
Satisfactory	0%
Poor	0%

87% EIP Overall Positive Rating

Very Good	50%
Good	37%
Satisfactory	13%
Poor	0%

97.6% Criminal Court Clerks Overall Positive Rating

Very Good	76.2%
Good	21.4%
Satisfactory	2.4%
Poor	0%

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

****Percentages have been rounded**

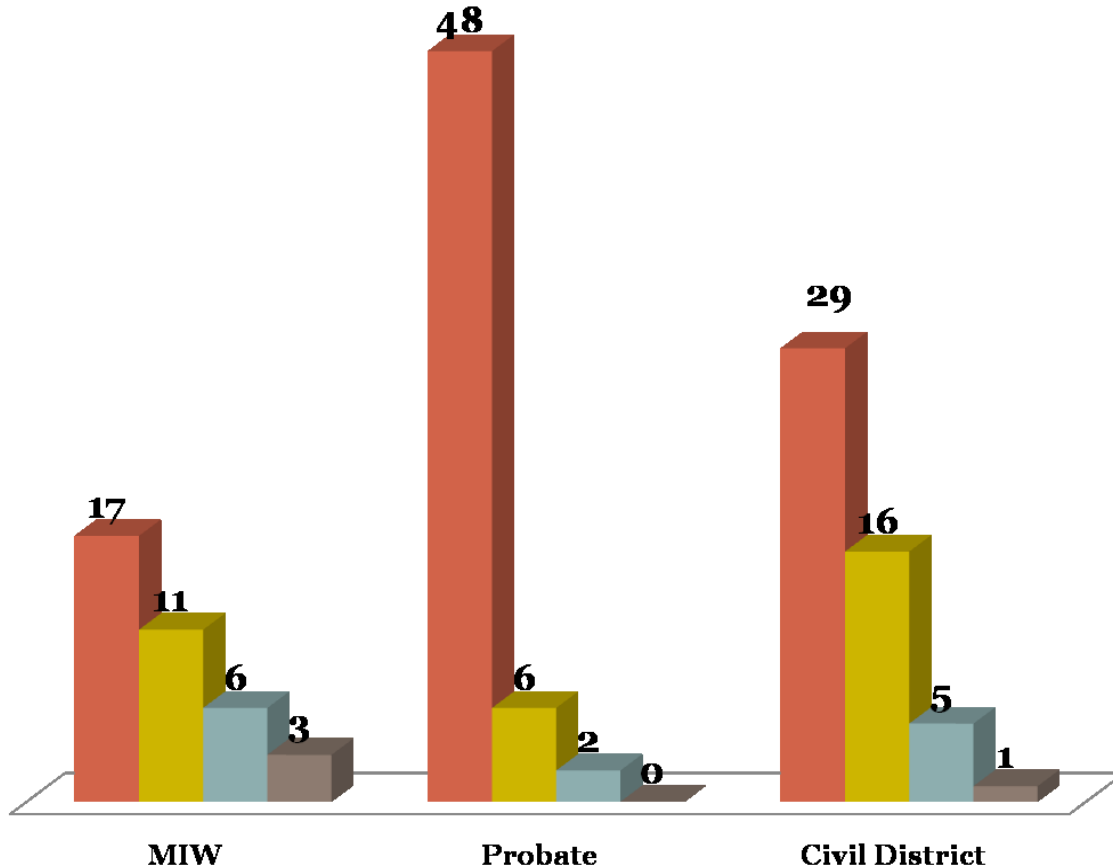
- The overall quality of service has improved dramatically in the past 10 years
- The usual clerks are great to us and very very accommodating. There are times when they receive blame for things beyond their control and it affects their morale. I know from discussions with them that they are motivated to perform and try hard to please and serve the attorneys the best way possible. They have the ability to handle multiple tasks and deal with many attorneys at the same time. Other clerks seem somewhat jealous of the fact that the attorneys enjoy working with the regulars.
- I don't do very many expungements, but I hear the staff is good. They should probably make the entire process a little easier so that a defendant can do it pro se.
- Attorneys by their nature are impatient but sometimes the clerks are not at their stations during court which sometimes backs things up. Overall, they all do a great job and help us out whenever possible.
- Expanding hours for the Attorney Room. Always having 2 clerks working the Attorney Room during "rush hour" of the morning district court session.
- Expungement processing is slow and cumbersome. I realize this is due in part to statutory requirements for filing, but it takes far too long to secure dated case files. Also, it would help greatly if necessary documentation could be filed electronically.
- Pay the clerks more money. Increase their salaries
- The deputy clerks at the attorney window are all top-notch! They are a pleasure to work with.

Comments

- Allow for dismissed cases to be electronically redocketed for expungements without having to go through the expungement office. The AOC has made it clear that the KSP requirement for background checks does NOT apply to dismissed cases.
- Answer the phone. Attorneys don't call because they know the phone will not be answered and when one is in the attorney room the constant ringing off the hook with no one answering the phone drives one crazy.
- Expungements should not have such a lengthy waiting period for those who go through the Expungement office.
- Email redocketing/warrant service is excellent!
- The attorney room clerks are the best ever. Tara, Andrea (is Casey still there) and the new girl are the best. They know what they are doing and are extremely efficient. They minimize the time an atty must stand at the window to accomplish the business at hand.
- Courtroom clerks are also great; many are exceptional, as well as the behind the scene workers like Liz.
- I have limited contact with the regular front window clerks, but with 1 exception, they do a good job.
- Develop and allow for electronic sign-up sheets.
- More of a technology issue than a personnel issue. Clerks are always very engaged and helpful.
- I suggest helping them but what they can do, let them do.
- Tara and Andrea are the best! They are so helpful and intelligent!
- Tara and Andrea are geniuses
- Communications with the jail could be improved by having people dedicated to communicating with the other. The jail has horrible service, and the clerks probably spend an inordinate amount of time trying to reach someone at the jail who can actually help.
- Sometimes when I call, it takes forever for someone to answer. Assign one clerk to do nothing but answer calls.

Comments

How would you rate our service in the following District Civil departments?



76% Mental Inquest Overall Positive Rating

Very Good	46%
Good	30%
Satisfactory	16%
Poor	8%

96.4% Probate Overall Positive Rating

Very Good	85.7%
Good	10.7%
Satisfactory	3.6%
Poor	0%

88% Civil District/Small Claims Overall Positive Rating

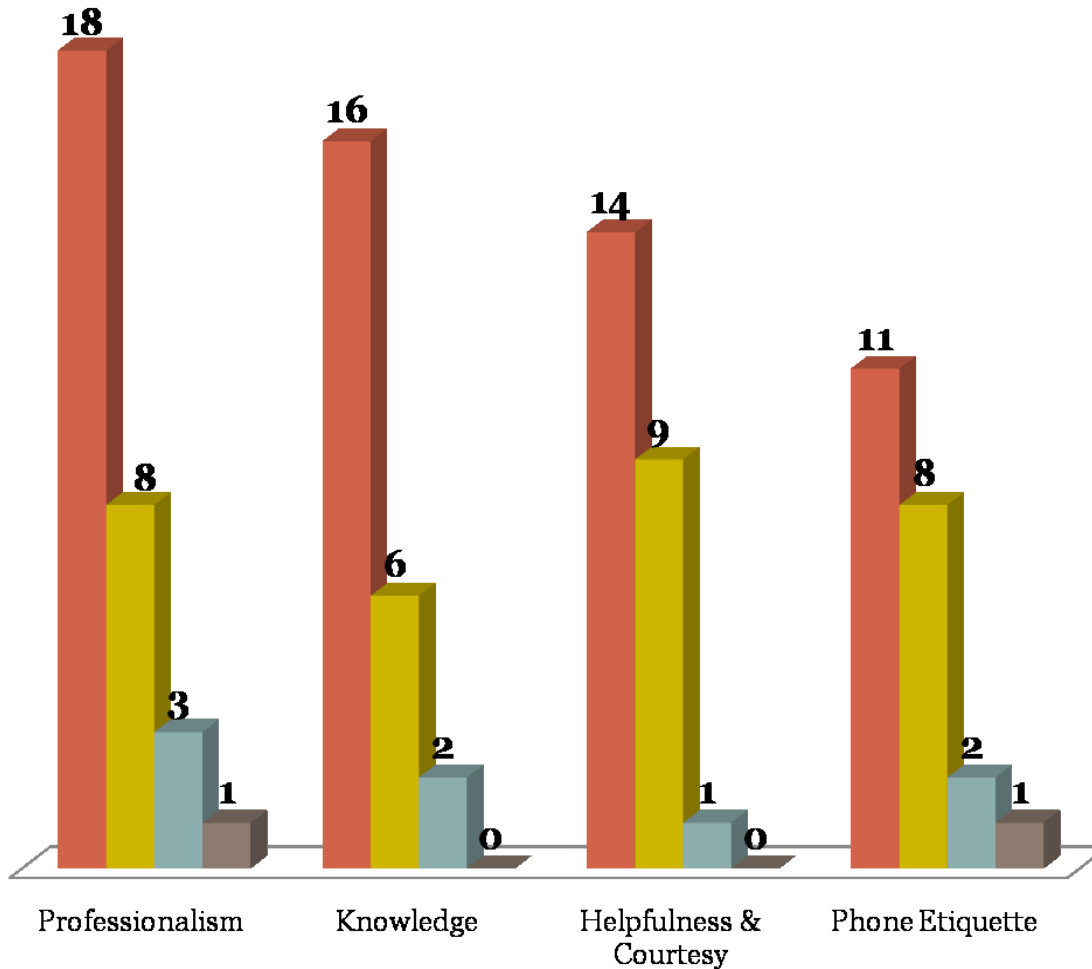
Very Good	57%
Good	31%
Satisfactory	10%
Poor	2%

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

****Percentages have been rounded**

- Develop a way for attorneys to re-docket cases on Sundays so that the taxpayer will not be denied essential services and those wrongly accused will not continue to be unjustly incarcerated and lose their jobs
- SOME EMPLOYEES HAVE SURLEY ATTITUDES. HAVE A SMILE, THEY ARE THERE TO SERVE THE PUBLIC.
- Probate clerks have always been top notch. Michelle has been a great asset to your office regret seeing her retiring soon.
- Clerks in Disability are rude.
- Electronic document filing
- I recently had a terrible experience when I accompanied a young client to take an MIW against her mother. The clerk was very disrespectful regarding my mere appearance with my client and made the process much more difficult than need be. The situation was already very difficult for the young lady seeking the MIW against her mother who was actively attempting suicide. The clerk simply refused to acknowledge my existence and told me I would have to leave before she would hear from my client. This was really uncalled for behavior and very unprofessional. An attorney accompanying a client should never be told to leave before a client can obtain service in your office.
- bring back Carla Briscoe
- Not to be an elitist but it seems that the clerks spend an inordinate amount of time helping pro se people.

How would you rate our deputy clerks in District Court?



87% Professionalism Overall Positive Rating

Very Good	60%
Good	27%
Satisfactory	10%
Poor	3%

92% Knowledge Overall Positive Rating

Very Good	67%
Good	25%
Satisfactory	8%
Poor	0%

96% Helpfulness & Courtesy Overall Positive Rating

Very Good	58%
Good	38%
Satisfactory	4%
Poor	0%

86.4% Phone Etiquette Overall Positive Rating

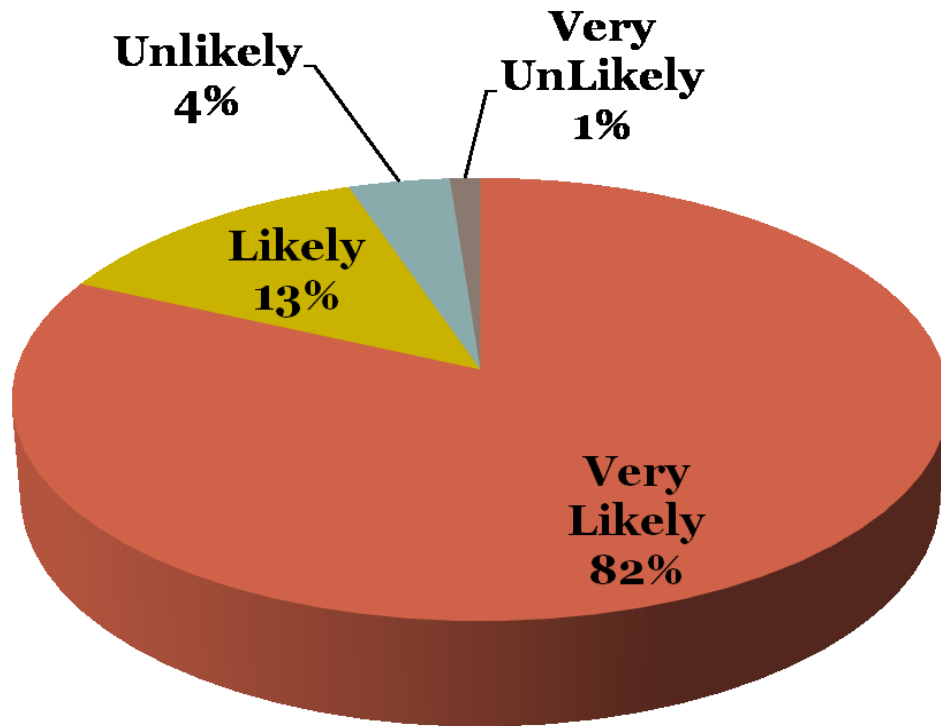
Very Good	50%
Good	36.4%
Satisfactory	9.1%
Poor	4.5%

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

**Percentages have been rounded

Technology

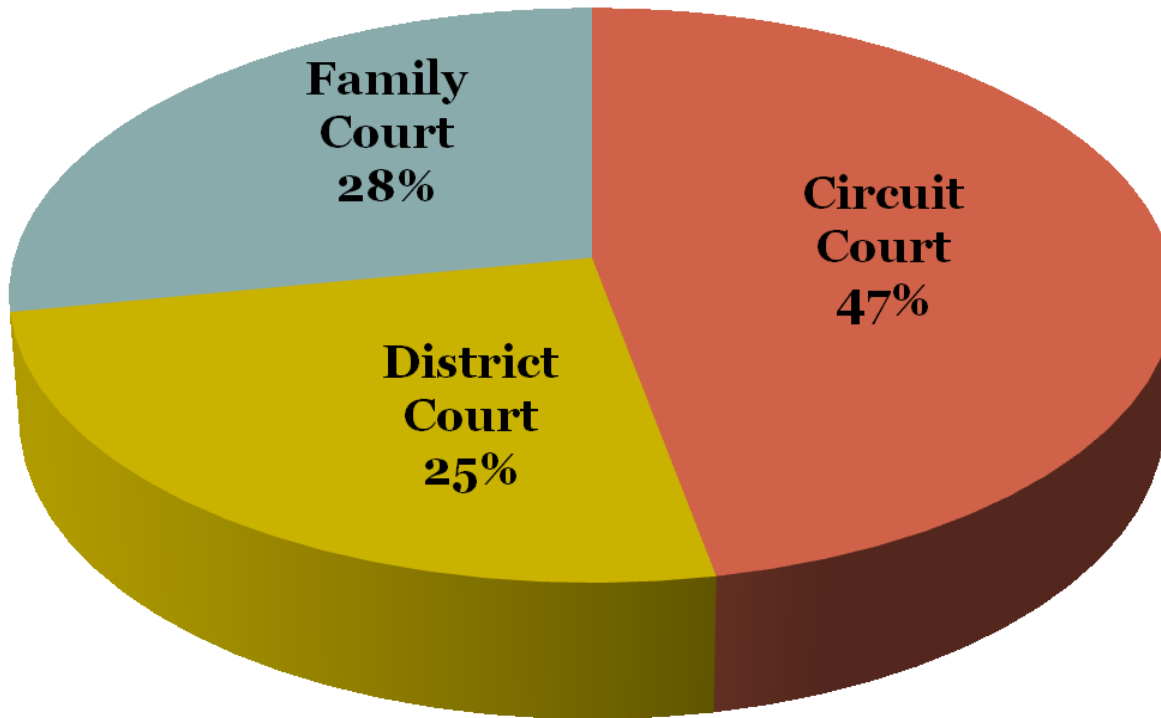
How likely are you to utilize E-Filing?



<i>Very Likely</i>	82%
<i>Likely</i>	13%
<i>Unlikely</i>	4%
<i>Very Unlikely</i>	1%

**Percentages have been rounded

In which division would E-filing be the most beneficial to you?



Circuit Court

47%

District Court

25%

Family Court

28%

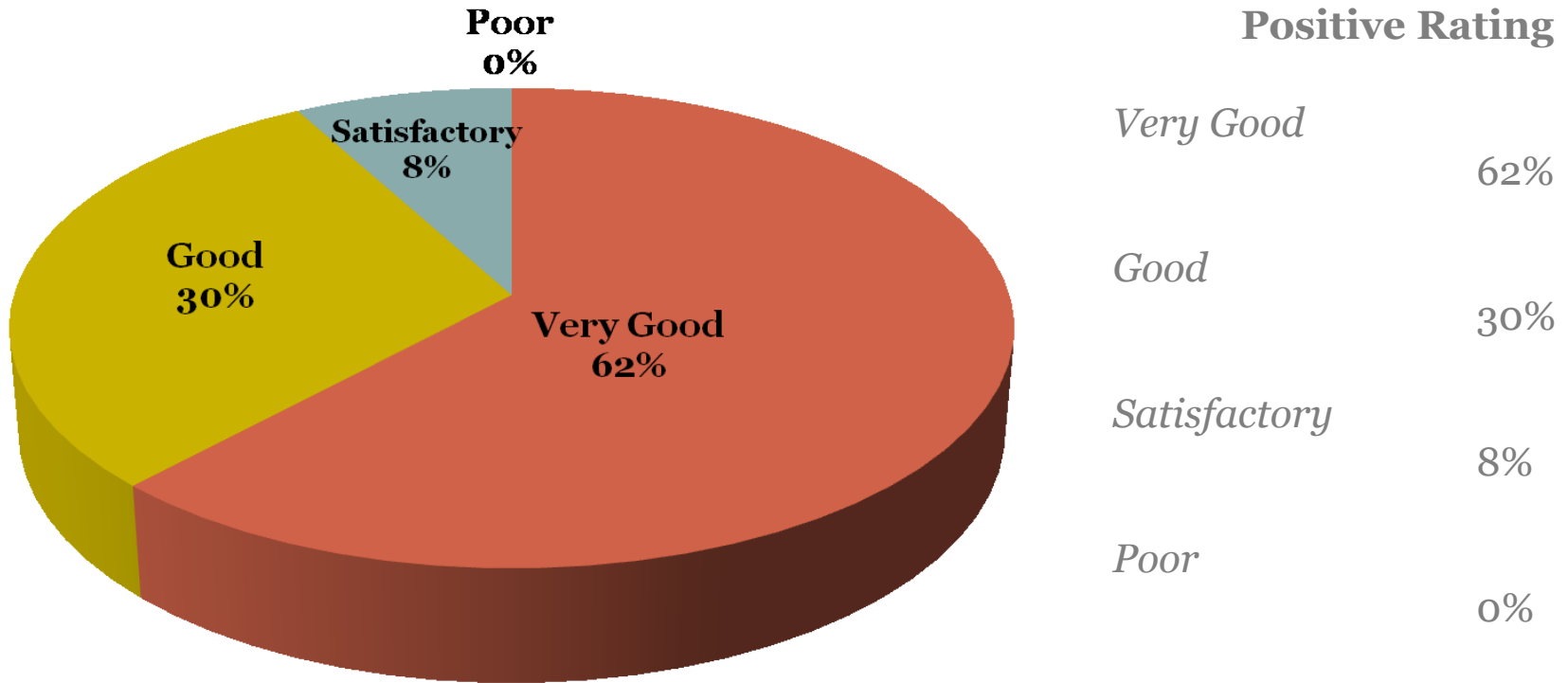
****Percentages have been rounded**

- Have already trained by AOC for other counties. Looking forward to Jefferson County implementation. Hope it still goes as scheduled in October.;
- Don't know yet.
- It would benefit all to schedule multiple training sessions for lawyers and their staff members.
- Can't wait for this!!!!
- I am concerned about the reliability of e-filing and hope there will be plenty of support and education for attorneys during the transition.
- System works well in Federal Court. Would be a great step forward for Jefferson County.
- Can't happen soon enough!
- Civil suits in federal court already use e-filing.
- I can't wait ! !
- Would help me immensely because I practice approximately 25 minutes from Downtown Louisville (office is located in Shepherdsville, KY).
- yes please!
- I have been using fed e filing for years- love it
- Wonderful!!! I have heard about the pilot program in Fayette County. Circuit Court Clerk Vincent Riggs had wonderful things to say about the ease of the system. I believe this will relieve a lot of work load off the clerks office and reduce human error and increase speed and efficiency.
- This is the future and we should all work to get it going and help each other to make the system more efficient.
- However, there must be a guarantee that the summons is issued simultaneously with the filing so as to toll the Statute of Limitations, especially if it's about to expire.
- all would be great!
- It would be helpful if attorneys could sign up cases on-line instead of still having to physically go to the attorney room, the day before, and sign a case up in the notebooks.....

Comments

Overall OCCC Experience

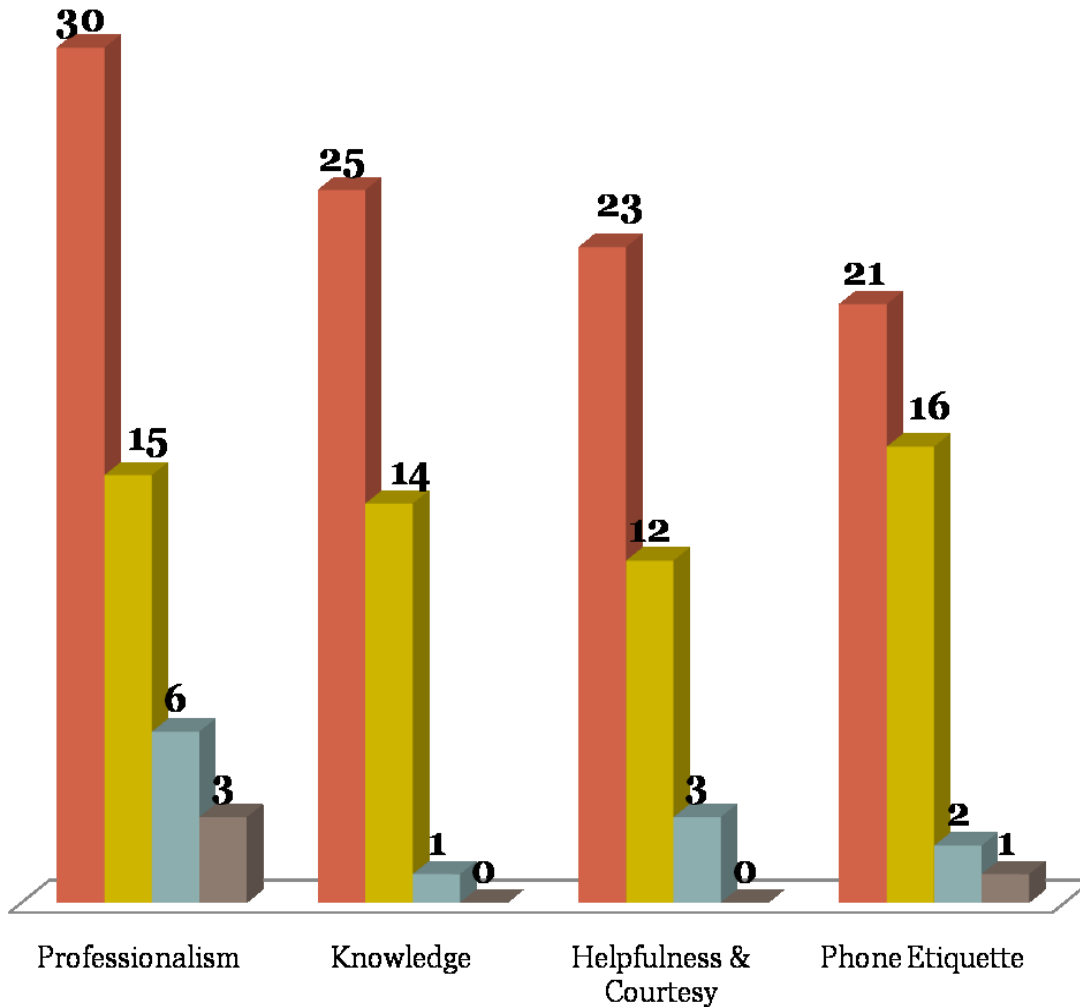
Overall OCCC Experience Rating



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

**Percentages have been rounded

OCCC Overall Deputy Clerk Rating



83.4% Professionalism Overall Positive Rating

Very Good	55.6%
Good	27.8%
Satisfactory	11.1%
Poor	5.6%

97.5% Knowledge Overall Positive Rating

Very Good	62.5%
Good	35%
Satisfactory	2.5%
Poor	0%

92.1% Helpfulness & Courtesy Overall Positive Rating

Very Good	60.5%
Good	31.6%
Satisfactory	7.9%
Poor	0%

92.5 % Phone Etiquette Overall Positive Rating

Very Good	52.5%
Good	40%
Satisfactory	5%
Poor	2.5%

Percentages based on the number of respondents who answered this question who practice in multiple divisions.
Overall positive rating includes *Very Good* and *Good*.

- The attorney room is the best it's ever been since Andrea and Tara have been there. Please make sure they remain there as they are very helpful and easy to work with! Excellent job!!
- More filing clocks would help. When the JCAO comes in to file 50 documents on a Wednesday afternoon, it can be a game changer when I'm fourth back in line with one doc to clock.
- Stop asking for my KBA number when I present a business check with my name and office address on it for the payment of filing fees, etc.
- Increase wages to retain knowledgeable clerks.
- The people who work at the front desk are generally very rude, ESPECIALLY the older lady with glasses. She is downright nasty to people, including attorneys. Also, they often call people in the regular line before helping the attorney in the "Officers of the Court" line.
- I think moral is still an issue. I believe the clerks feel like supervisors are only there to discipline and criticize instead of help and improve. I would meet with supervisory staff, particularly in front office and remind them that a pat on the back, encouragement, acknowledgement of a job well done is more important to the overall success of the office than the scrutiny of performance

Deputy Clerk Rating

■ Circuit ■ District ■ Family

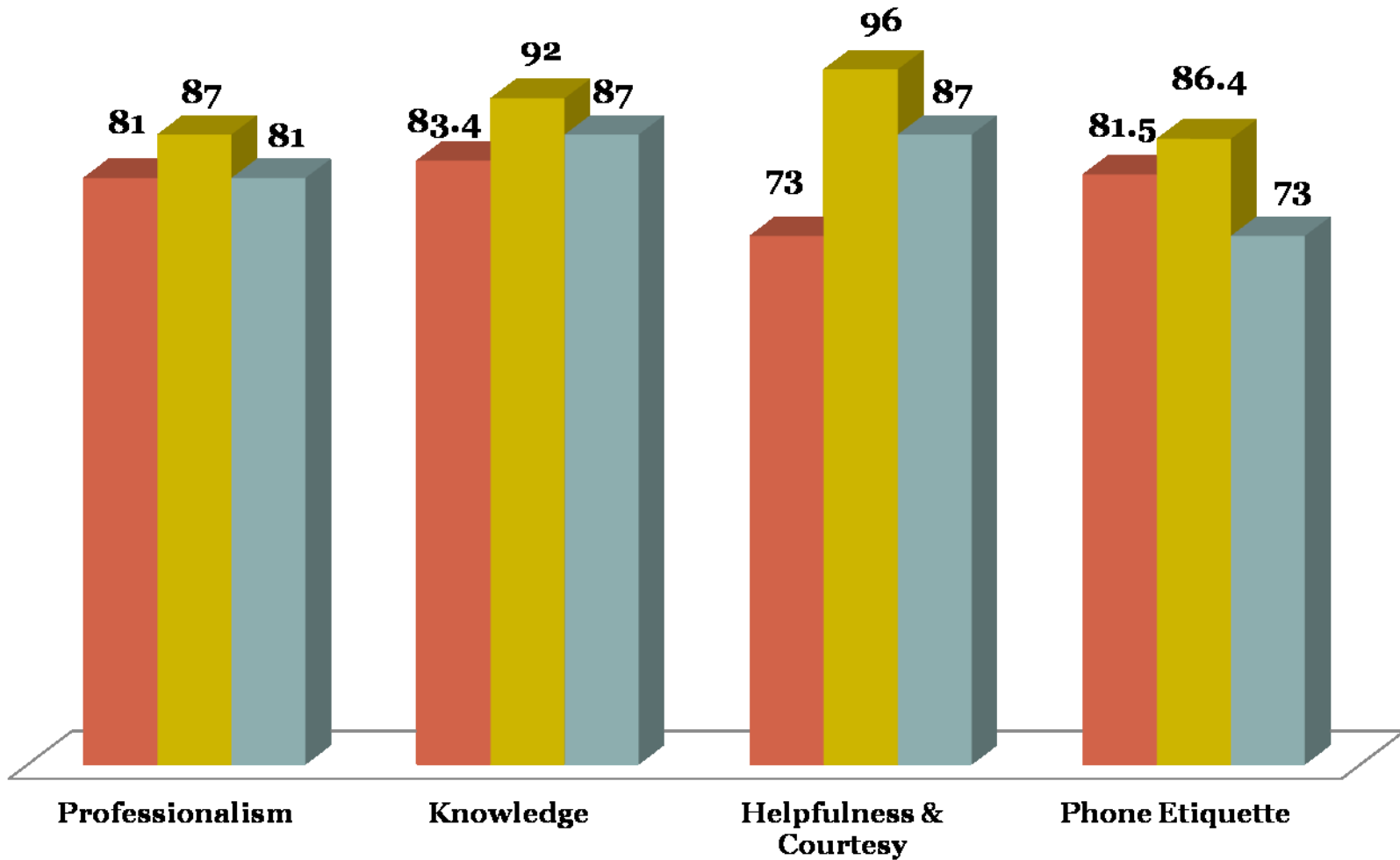


Chart reflects the combined ratings of “Very Good” and “Good” displayed by percentages

OCCC Department Customer Service Rating

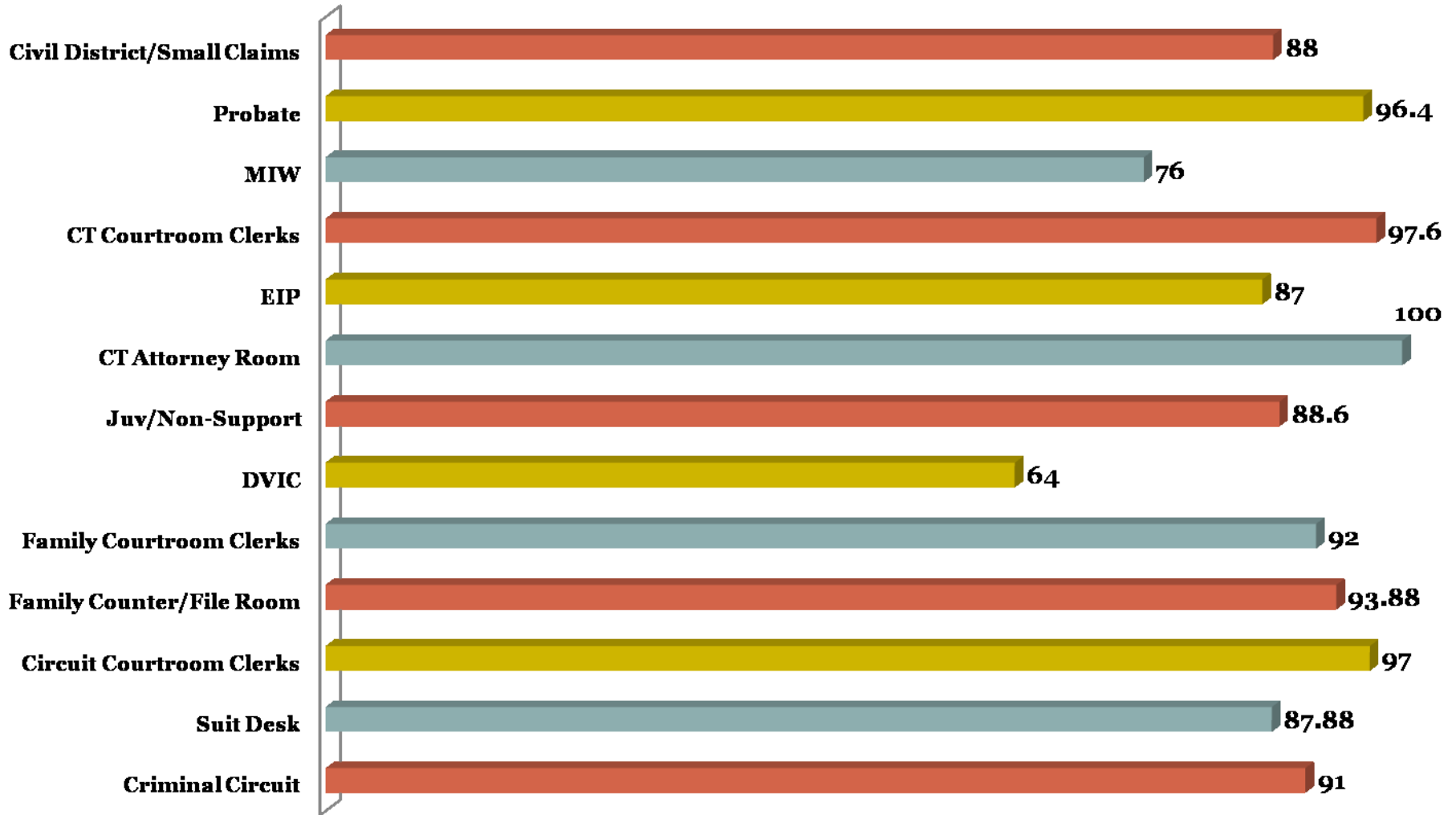
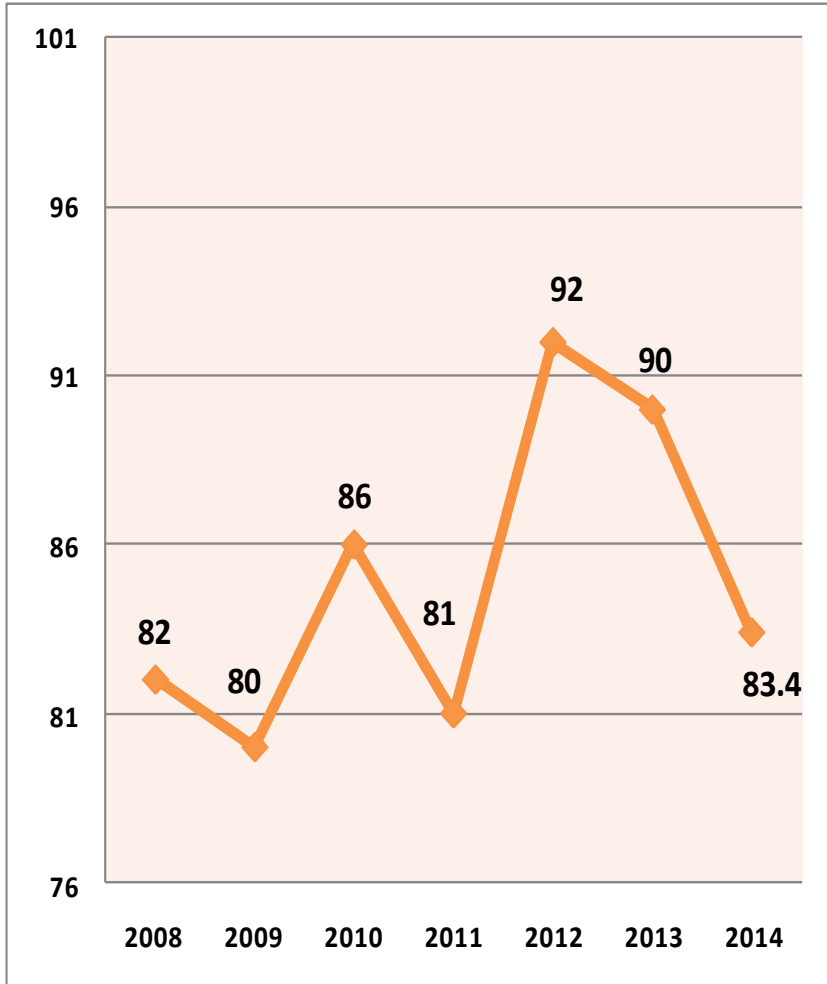


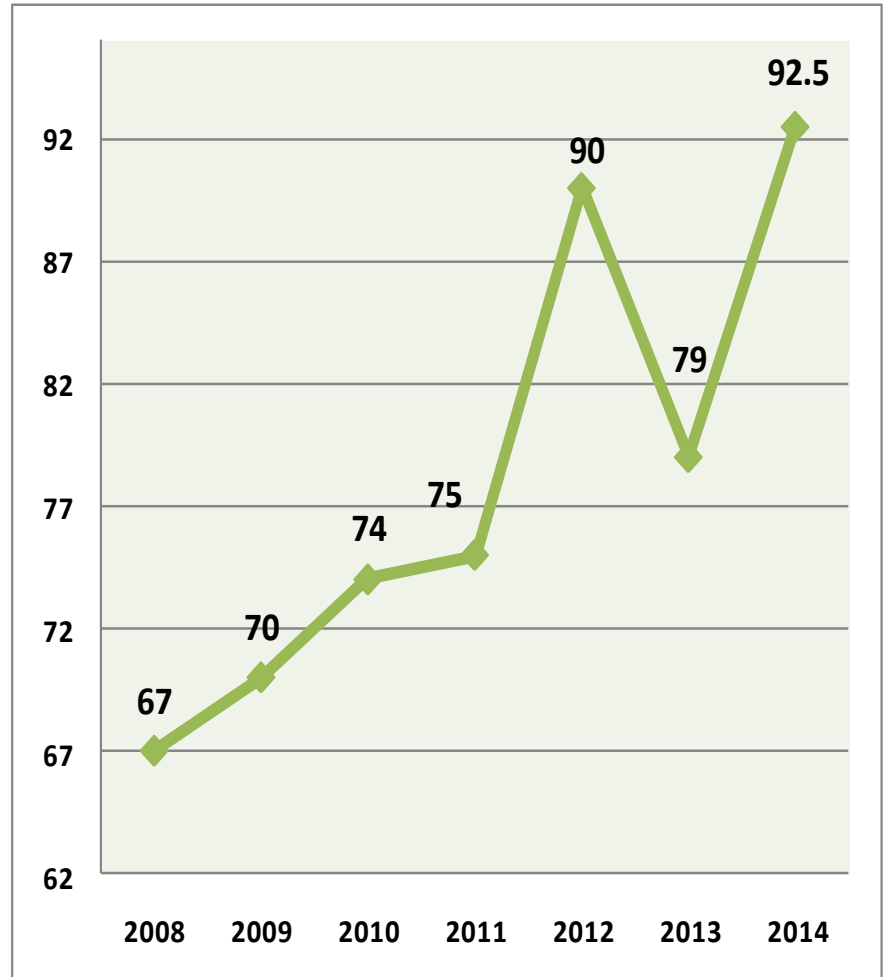
Chart reflects the combined ratings of “Very Good” and “Good” displayed by percentages

Survey Trends

Professionalism

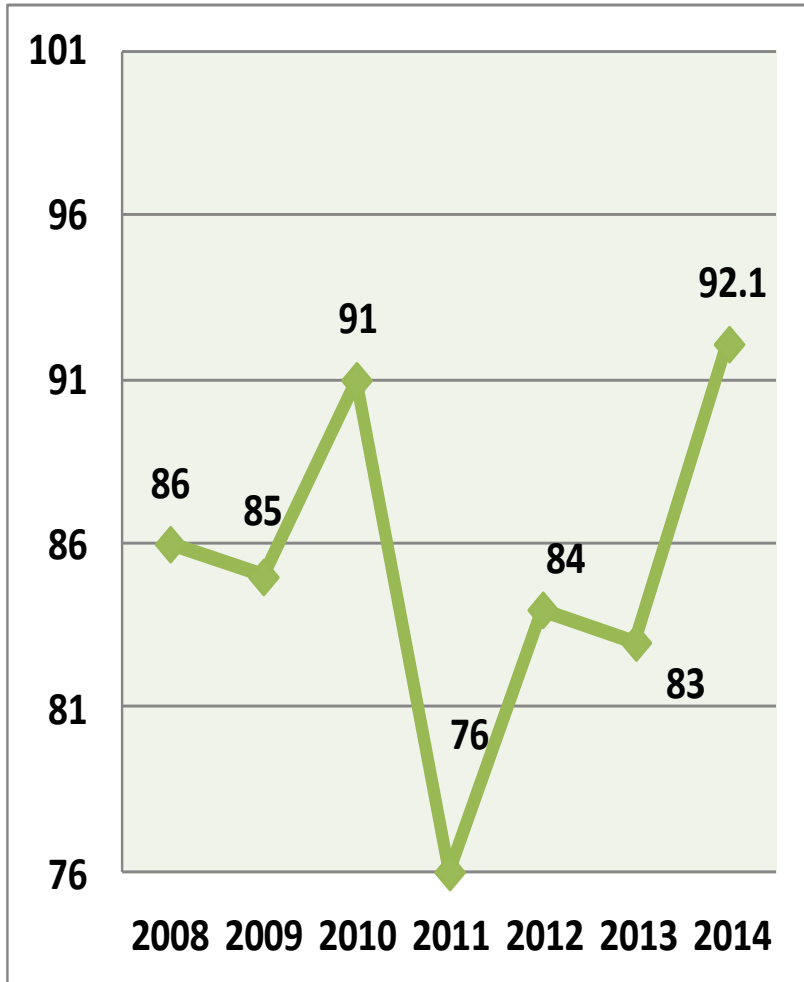


Telephone Etiquette

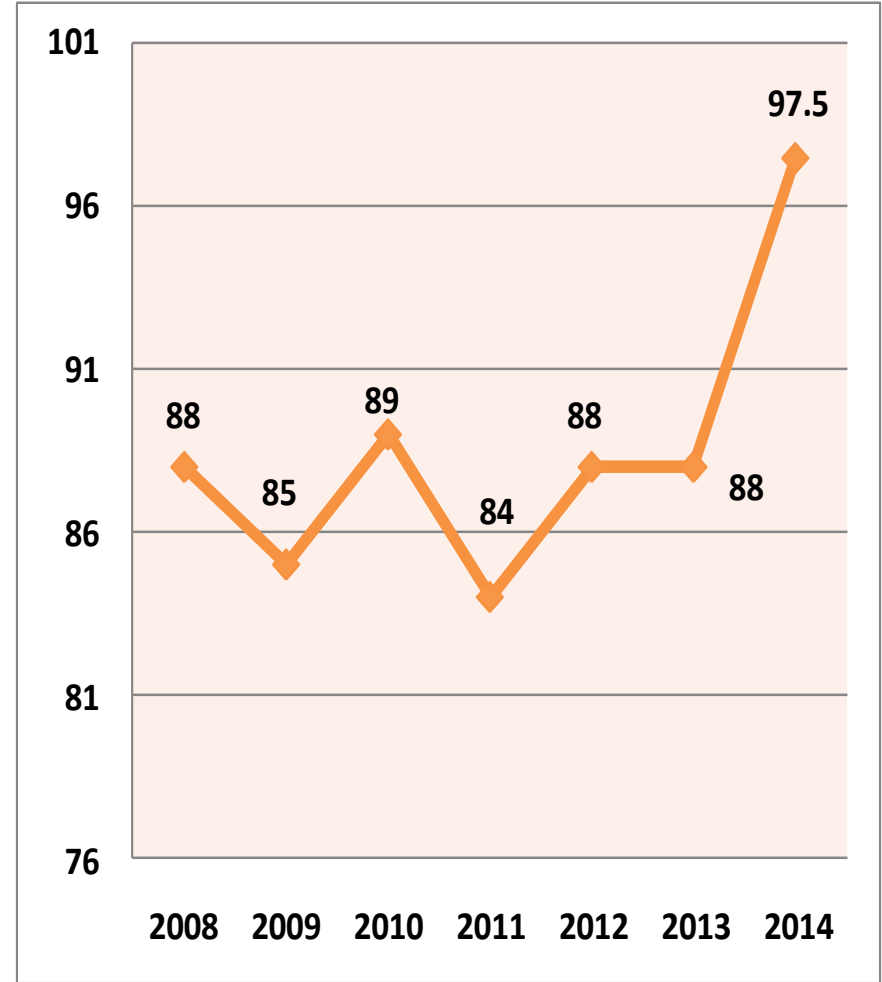


Charts reflect the combined ratings of "Very Good" & "Good" displayed by percentages

Helpfulness & Courtesy

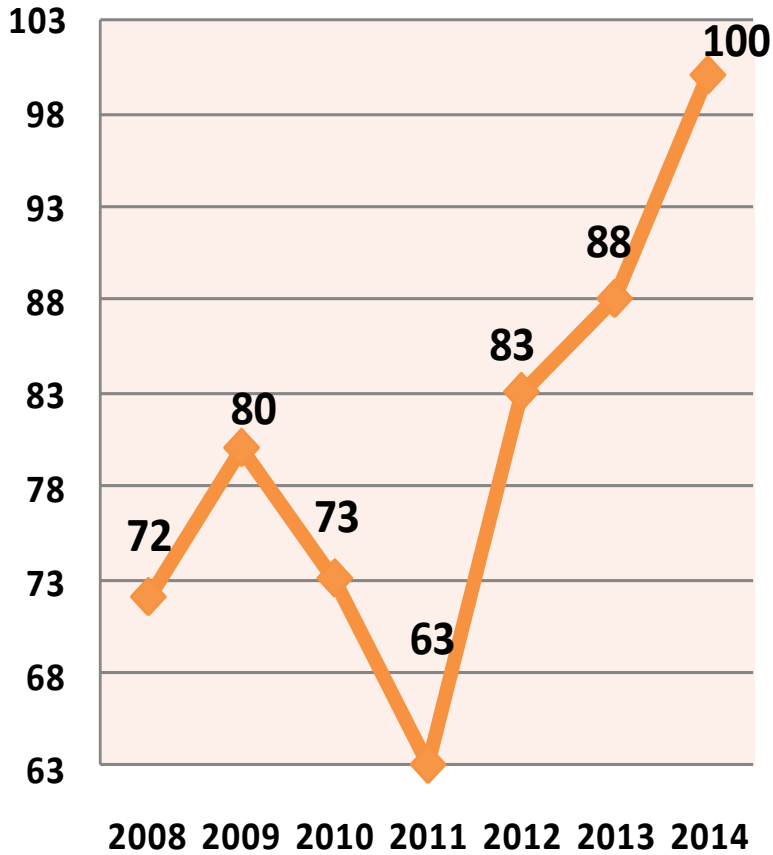


Knowledge

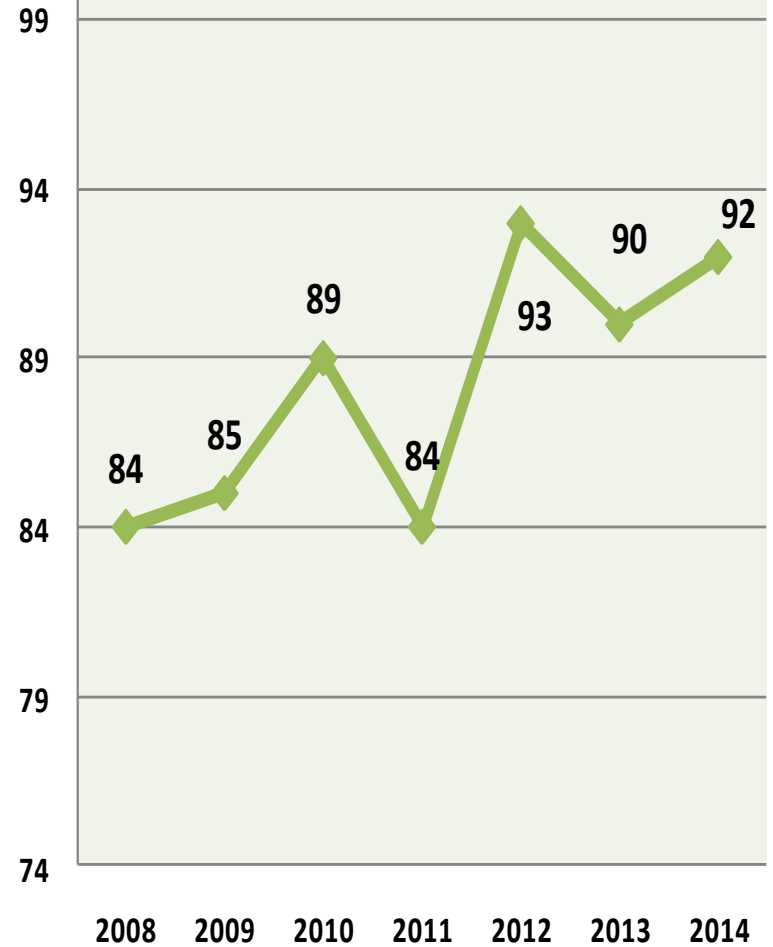


Charts reflect the combined ratings of “Very Good” & “Good” displayed by percentages

Attorney Room



Overall OCCC Experience



Charts reflect the combined ratings of "Very Good" & "Good" displayed by percentages



As justice partners and the central “customers” of the OCCC, 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 has enabled us to act in accordance with our values as an organization by furthering our mission and vision statements by identifying opportunities for positive change.