CASS COUNTY FRIEND OF THE COURT

CASS COUNTY LAW & COURTS BUILDING
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"Cass County is an equal opportunity provider and employer."

POLICY REGARDING TRANSCRIPT REQUESTS

This policy covers any transcript requests received by the Cass County Friend of the Court for transcripts of Referee Hearings conducted by one of the Friend of the Court Family Court Referees.

All transcript requests shall be processed as follows:

1. Individuals requesting a transcript of a Referee hearing, shall complete the attached Request for Transcript Form. Incomplete forms will not be processed and will be returned to the party submitting the form for them to fully complete the form and return it to the FOC.
2. Requests for Transcripts will be uploaded to the Friend of the Court OnBase system for processing.
3. The Deputy Friend of the Court will review the Transcript Request to make sure it is completely filled out and may reach out to the party requesting the transcript if information is needed.
4. After reviewing the transcript request form, the Deputy Friend of the Court will review the transcriptionist rotation list that is maintained by the Friend of the Court to determine which transcriptionist is up next on the rotation for a transcript request.
5. The Deputy FOC will reach out to the next transcriptionist on the rotation list and let them know the following about the transcript request:
    a. Length of Hearing(s);
    b. Format of the Hearing (is it a Zoom hearing or an in-person hearing);
    c. Deadline for Transcript; and
    d. If the cost will be paid for by the court, the requesting party, or split between the parties.
6. To be considered for a transcript that will be paid for by the court, the transcriptionist must have submitted their new vendor paperwork to the county. If this paperwork has not been submitted, the transcriptionist will only be contacted for transcripts that are paid for by the parties directly to the transcriptionist.
7. If the transcriptionist accepts the request, the Deputy Friend of the Court will send the transcriptionist the following information via email using mailbigfile.com:
    a. The hearing video(s);
    b. The motion and/or order related to hearing to provide a case caption and context for the hearing(s);
    c. Any Court Order related to the production of the transcript(s); and
    d. The transcript request form with the parties' contact information.
8. The Deputy Friend of the Court will follow up and confirm with the transcriptionist that they were able to access the information.
9. For transcripts paid for by the parties, the transcriptionist will be responsible for reaching out to the parties to obtain any deposit and payment for the transcripts.
10. For transcripts paid for by the court, payment will be made in full upon receipt of the transcript by the Friend of the Court.

11. If the transcriptionist is not able to obtain a deposit from the parties as requested, they will let the Deputy Friend of the Court know so they can assist in reaching out to the parties about payment.
12. If parties fail to pay any required deposit, the transcriptionist does not have to start or complete the request as the request form indicates that transcripts will not be started until a deposit is received. If notified by the transcriptionist that the parties have failed to provide the requested deposit, the Deputy Friend of the Court will let the Court Administrator know so that the court can be notified as to the reason that the transcript cannot be completed.
13. Completed transcripts can be sent electronically to the Friend of the Court to be filed with the Clerk as our files are electronic.
14. The transcriptionist will be responsible for working out with the parties if they would like to receive their transcript(s) via email instead of a paper copy through the mail.
15. The Friend of the Court can assist in printing hardcopies for the parties if needed. The Friend of the Court charges $1 a page for printing and this will be charged directly to the parties if they request that the Friend of the Court print a copy of any transcripts from the court file for them. The Friend of the Court will not mail transcripts to the parties. They must come to the Law & Courts Building to personally pick up any requested transcript or provide a self-addressed stamped envelope to mail the transcript back to them in.
16. Transcriptionists can work out with the parties' costs for mailing printing transcripts to the parties if they request a hard copy and not an electronic copy.
17. If the Deputy Friend of the Court reaches out to the next transcriptionist on the rotation list and they decline the transcript request, the Deputy Friend of the Court will move to then next transcriptionist on the list until one is reached who is willing to accept the transcript request.
18. The Deputy Friend of the Court will maintain a list of transcript assignments to assist in tracking requests and assignments to fairly rotate transcript requests.
19. Transcriptionists may let the Deputy Friend of the Court know if they are only willing to do certain types of hearings (court paid, party paid, Zoom hearings, in person hearings, contested hearings, motion hearings, etc.) and the Deputy Friend of the Court will note this on the rotational list and make sure to limit transcript offers to transcriptionists based on hearings they have indicated they are willing to assist with.
20. If a transcript request involves multiple hearings, the Deputy Friend of the Court may work with multiple transcriptionists to ensure that the transcript request is timely processed.
21. If other court departments have a need for assistance with processing a transcript request, they may submit their transcript request to the Deputy Friend of the Court and they will process the request as outlined above to send the request out to the transcriptionists on the FOC Transcript Rotation list.
22. If there are any issues or questions, they will be brought to the Circuit/Probate/Family Court Administrator by the Deputy Friend of the Court for review.

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