

# STRATEGIC SERVICE

Making the right moves for winning customer service

2014 - 2015  
ANNUAL REPORT

**MICHAEL K. JEANES**

Clerk of the Superior Court | Maricopa County



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## The Clerk of Court



**Michael K. Jeanes**

## Background

Michael K. Jeanes was elected to the Office of Clerk of the Superior Court by the voters of Maricopa County in 1998. He was re-elected in 2002, 2006, 2010, and 2014. As the Clerk, he is the official record-keeper and fiduciary agent for the Superior Court and leads an organization of more than 600 employees, supports more than 150 Superior Court judges and commissioners, and serves a constituency who reside in the fourth largest county in the nation.

Michael strongly believes in providing quality customer service. He has led numerous initiatives to increase the efficiency and speed of service within the Office. He also personally teaches a course on customer service to all new staff members. His desire to serve is also reflected in his community and professional involvement, which extends to membership and leadership roles in several local and national organizations.

Michael earned a Bachelor of Arts degree in Political Science from Loyola University in Chicago, IL and a Master of Public Administration degree from Arizona State University.

## Greetings from the Clerk

Hello from the Office of the Clerk of the Superior Court. On behalf of our staff, I am pleased to present our **2014 - 2015 Annual Report**. It provides an overview of our achievements, leadership, organization, initiatives, and statistics, as well as other information to help you become more familiar with our organization.

We strive to be an office that is recognized for providing quality customer service, being innovative, user-friendly, fiscally responsible, and having a vision for the future.

I hope you enjoy viewing this report and learning more about us. I am proud of what we have achieved and I look forward to another great year ahead.

Sincerely,

A handwritten signature in black ink that reads "Michael K. Jeanes". The signature is written in a cursive, professional style.

Michael K. Jeanes, Clerk of the Superior Court,  
Maricopa County, AZ

## Office Overview

The Clerk's Office was established by the State Constitution to serve the citizens, legal community, and the Superior Court. The Office was created to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The specific and special duties of the Office are assigned by statute, the Arizona Supreme Court, and local and statewide court rules. The functions of the Clerk satisfy more than 500 state statutes and court rules.

Among the Office's responsibilities are to: provide public access to the records of the actions of Superior Court; keep a docket; attend each Superior Court session to record the actions of the court; receive, distribute, and preserve official court documents; receive filings for Superior Court actions in civil, criminal, mental health, probate, tax, family court matters, and juvenile; provide family support services to the public; collect and disburse court-ordered fees, fines, and victim restitution; store exhibits for all court cases; process passport applications; and issue and record marriage licenses.

# Executive Management Team



**Michael K. Jeanes**  
Clerk of the Superior Court  
Maricopa County, AZ



**Chris Kelly**  
Chief Deputy



**Becky Magana**  
Deputy Director



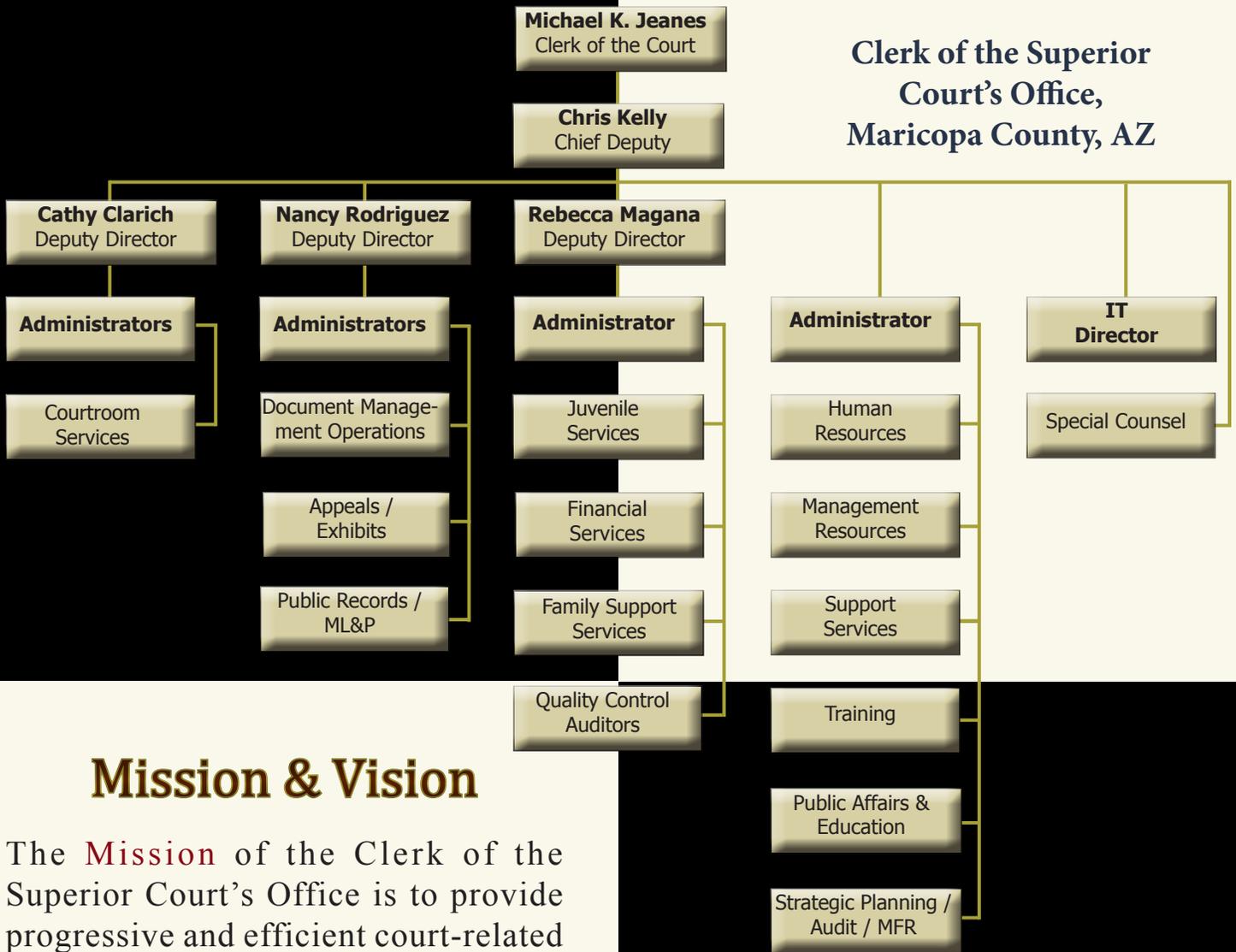
**Nancy Rodriguez**  
Deputy Director



**Cathy Clarich**  
Deputy Director



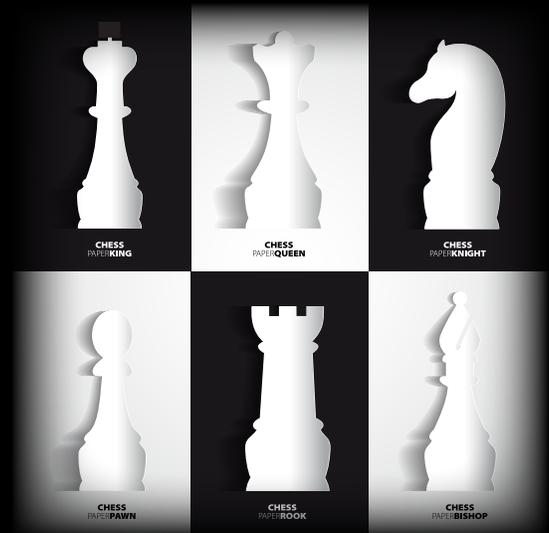
# Organizational Structure



## Mission & Vision

The **Mission** of the Clerk of the Superior Court's Office is to provide progressive and efficient court-related records management and financial services for the justice system, legal community, and public so they have fair and timely access to accurate court records and services.

The **Vision** of the Clerk of the Superior Court is to be the most technologically advanced organization, focused on delivering outstanding customer and employee satisfaction in every aspect of operations.

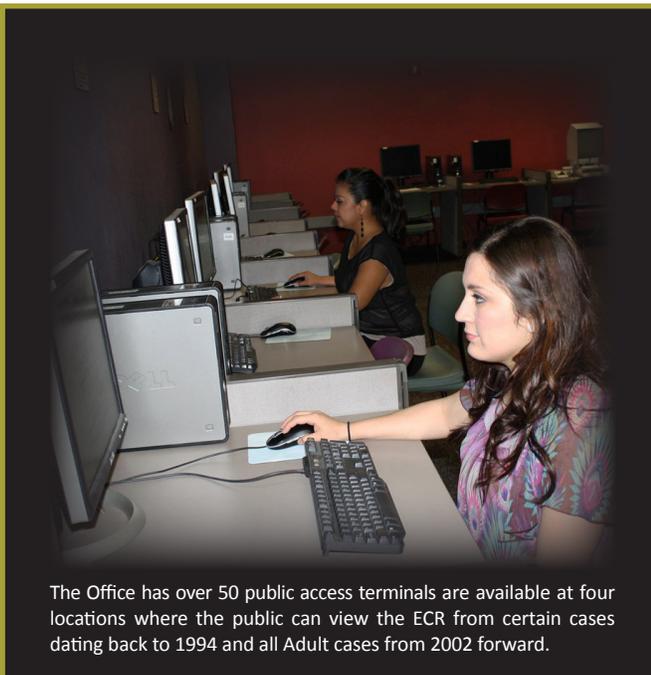


# Major Moves

## **MOVE - The Electronic Court Record (ECR):**

In 1997, the Office began a pilot program to scan the paper documents received in Probate. This functionality provided numerous benefits including easier retrieval of documents and allowing multiple users to view a document. Through the years, the pilot expanded to all adult case types and marriage licenses, and last year all juvenile case types. The scanned images (or electronic records) are stored in an electronic repository.

**RESULT** - This year, **nearly five million** documents were added to the repository. Currently the repository contains over **51 million** documents. **Fifty-seven** government agencies have been granted access to the electronic documents in the repository.



The Office has over 50 public access terminals available at four locations where the public can view the ECR from certain cases dating back to 1994 and all Adult cases from 2002 forward.

**MOVE - The Growth of eFiling:** In 2003, the Office began a pilot project to allow participating parties to eFile their case documents for Civil Complex Litigation cases. Through the years, the program expanded to provide the ability for all adult case types to be eFiled.

**RESULT** - This year, the Office received **628,768 eFilings** (200,508 in Civil, 333,728 in Criminal, and 90,101 in Family Court). Last year, 546,173 eFilings were received.

eFiling permits judges, parties, and the public (where permissible) to view a case simultaneously and increases the speed and efficiency of case processing.



eFiling allows attorneys/self-represented parties to electronically file documents rather than travel to the filing counter.

**MOVE - ECR Access:** In 2007, the Office developed ECR Online, a program that provides a secure and convenient method for attorneys and self-represented parties to register and view the documents of their case(s) from their computers.

**RESULT** - Today, **11,303** attorneys and **29,870** self-represented litigants are registered in ECR Online.

The Clerk of the Court's Office processes an average of **13,992** documents daily.



# Major Moves



Clerk of the Court staff members pose with some of the boxes of case files that they have scanned and the empty shelves where the files once were stored. As a result of the Office's scanning efforts, the case files are now available in electronic format.

**MOVE - Increasing the Electronic Court Record (ECR):** In 2012, the largest-ever scanning project ever undertaken by the Office began when action was taken to convert over **508,000 paper court case files into 44 million electronic images** for storage in the Office's Electronic Court Record.

**RESULT -** To date, more than **2.2 million** electronic images have been converted from paper. When finished, the project will have eliminated almost **8,500 square feet** of file shelving units. The conversion provides faster access to the records for both staff and the public, improves security of the records, and improves the long-term storage and physical space strategy for the Office's growth.

**MOVE - Court-2-Court (C2C):** In 2009, the Appeal's Unit began electronically transmitting the record on appeal with the Arizona Court of Appeals, Div. One for Probate/Family Court cases. Prior to implementation, all records of appeal were disassembled, copied, indexed, and rebuilt in order to send multiple copies to the court. This new program was called Court-to-Court.

**RESULT -** When initially implemented, C2C created a net annual savings of \$165,000. Through the years, C2C expanded and transmitted nearly all adult cases. This year, another significant achievement occurred when **Juvenile case appeals began being processed via C2C**. An estimated 33,000 documents annually are associated with the juvenile appeals.



The leadership team of the Clerk of the Court's Juvenile Court-2-Court Program take a moment to pose for a picture after the Office was notified that the program had won a national honor. The program received an Achievement Award from the National Association of Counties for being an innovative program that enhances services and increases efficiency. NACo, which represents the nation's county governments, conducts the award program each year to recognize the best, new programs in county government.

An average of **33,228** pieces of paper are filed with the Clerk of the Superior Court's Office daily.



**MOVE - Helping victims with restitution:** In 2010, the Offices of the Clerk of the Court and the County Attorney launched a program called "Victim Locate" to find the victims of crime who were not receiving their court-ordered restitution.

**RESULT -** Today, more than **6,000** victims have been located resulting the disbursement of nearly **\$1.8 million**.

# Memorable Moves

**MOVE - Remodeling:** In 2012, the Office began efforts to modernize and standardize office areas for the public and staff as well as streamline operations and better utilize the work area space. It began with a major remodeling at the Downtown Court Complex that featured a greatly improved filing counter area.

**RESULT -** Since that time, the customer lobbies and filing counters have been improved including increased seating and better counters for customer interaction at the Southeast Marriage License & Passport Office (ML&P), Southeast Juvenile Office, and **this year, the Northeast ML&P Office and the Durango Juvenile lobbies and counters.**



The new filing counter and lobby at Durango Juvenile facility.

**MOVE - End of an Era:** In the mid 1970s, the Office began microfilming case files because film was the only acceptable archival medium. Microfilming was implemented so the paper from older cases could be disposed to allow storage of future cases. Customers were able to view the microfilmed documents on a microfilm viewer and request hard copies. At its peak, the Micrographics Section consisted of 38 staff members and three large Kodak cameras. However, with the implementation of the Electronic Court Record in the 2000's, microfilming began being phased out.

**RESULT -** In September 2013, microfilming came to a close and this year, the **last of the Kodak machines were sold**, ending an era.



Staff members stand by the last remaining Kodak camera before it is shipped out. The Office once used it to microfilm documents.

**MOVE: Fees -** Since the Office launched its first website in the 1990s, one consistent feature has been a listing of the various fees.

**RESULT -** This year, the **filing fee page was updated** to include a comprehensive breakdown of each fee to include a detailed listing that cites the authorities in charging the fees.

◆ The busiest day for filing documents was January 22, 2014, when **16,601** were filed.

◆ More than **269,300** phone calls were received by the Star Call Center, which helps answer and route calls for the Office.



# Memorable Moves



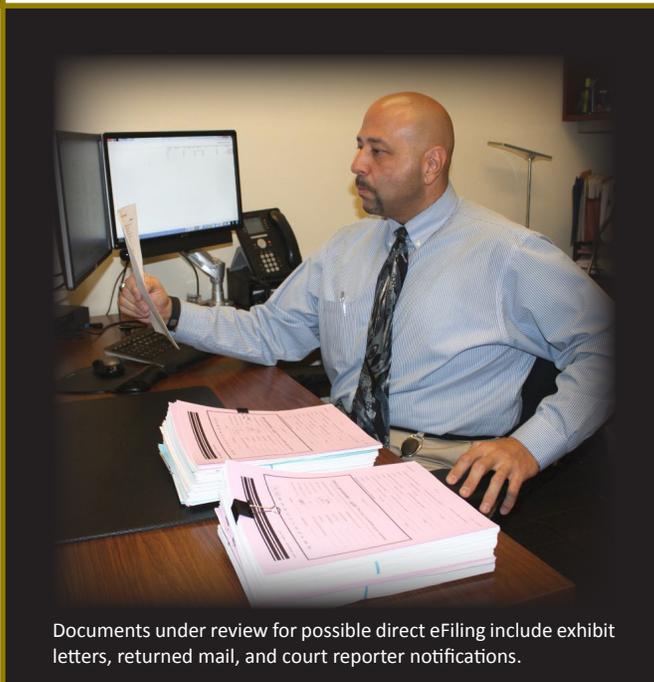
A staff member breaks down shelving units that are no longer needed to store paper files and boxes due to the implementation of the Electronic Court Record.

**MOVE - Historic Change:** In 2007, the Office made a historic change to no longer create hard copy files for the paper documents it received for adult case types and store them on fileroom shelves. Instead, the paper documents were scanned to create an electronic court record (ECR) and stored in an electronic repository. The ECR then became the official court record and the paper documents were disposed of after being audited and a series of quality checks were performed. In 2012, this effort was expanded to juvenile cases.

**RESULT:** Today, all case types are scanned. More than **250 shelving units** have been removed from the fileroom, and more than **1.2 million documents** have been disposed creating significant savings.

**MOVE - Streamlining:** This year, a project began to identify paper documents created internally for “filing in” as part of the court record or printed and scanned for other court departments. The intent was to determine if documents could be directly eFiled to reduce costs and save time.

**RESULT:** Initially, the new eFile project transitioned eight documents types from paper to the more efficient eFiling process. It resulted in 35,038 eFiled documents. At the end of the year, an estimated **50,000** documents are expected to be eFiled as a result of the project. As the project moves forward, additional documents will be identified, resulting in significant savings.



Documents under review for possible direct eFiling include exhibit letters, returned mail, and court reporter notifications.

Last year, Clerk staff donated **\$4,472** to the County’s Combined Charitable Campaign, plus **179** pairs of socks to the homeless and **162** new toys for children in need during the holiday season.



**MOVE - New Location:** Two departments moved this year to better accommodate service needs.

**RESULT:** The Appeals and Non-Criminal Exhibits moved from the Customer Service Center (CSC) to the South Court Tower and the Electronic Document Management Quality Control Unit moved to the Central Court Building from the CSC.

# IMPORTANT PIECES



- ◆ Since Fiscal Year (FY) 2008, the Office has permanently reduced its budget by a total of **\$4.4 million** and voluntarily restrained spending by an additional **\$6.4 million** over seven FYs. In total, when combined with previous budget reductions, special revenue funds sweeps, and positive year-end variances, the Office has provided **\$11.7 million** of relief to the County General Fund over the past seven years. In addition, the Office has operated with 100 fewer full-time positions. This has been possible due to careful budgeting and managing, technology advancements, process improvements, and training initiatives.
- ◆ The Clerk of the Superior Court's Operating Budget for FY 14/15 was **\$40,404,623**.
- ◆ The Office processes an average of **\$438,138** in monies daily (FY 14/15).
- ◆ The Office has an average of **9,412** transactions in its Cash Management System daily (FY 14/15).
- ◆ **780,560** receipts were created in the Receipting System, which totaled **\$103,895,417** (FY 14/15).

◆ One new easy-to-remember phone number was introduced to make it more convenient for the public to contact the Office. The number, **37-CLERK (602-372-5375)** is an all-purpose number that was launched to allow the public to contact most areas of the Office by dialing only one number.

◆ An automated **customer management system** that provides a more efficient way for customers to be served was installed at the Downtown Filing Counter, the Customer Service Center's Marriage Licenses and Passports Office, and the Southeast Marriage Licenses, Passports, and Public Records Office. Among its benefits, the system alleviates customers having to stand in line before being served. Plans for expansion of the system to the other office locations are under consideration.

◆ A **"How To"** video on applying for a marriage license was created and placed on the website in English and Spanish to assist customers with the process.



# IN POSITION

## Eventful

◆ Each November, the Clerk's Office provides assistance with Superior Court's "National Adoption Day Event." The event this year resulted in the adoption of **300 children**. Maricopa County currently ranks No. 1 in the nation for adoptions on National Adoption Day.

◆ For the past five years, Clerk of Court staff have worked with the Superior Court officials to participate in the **Arizona Veteran's Stand Down Project** by setting up remote courtrooms to hear cases involving veterans. The Stand Down Project is a national event where various organizations, agencies, and governments come together across the nation to focus on veteran services. This year, the Court heard **231 cases** involving veterans.

◆ On Feb. 13, the Office experienced the second highest daily record in the issuance of marriage licenses on the day before Valentine's Day or for Valentine's Day itself, when **180 couples** purchased a license. Valentine's Day is traditionally the busiest day of the year for the Office.

◆ The Office **Facebook** page, named "Clerk of Superior Court in Maricopa County," provides timely information, such as process and procedure changes, office closures, new initiatives, and system updates.

◆ The **Twitter** feed named "@MaricopaClerk" provides up-to-date information about the Office.

◆ The **Brief** is a monthly electronic publication that provides information about the Office for the legal community. To subscribe, send an email to [cocustomerrelations@mail.maricopa.gov](mailto:cocustomerrelations@mail.maricopa.gov)

◆ The **Case History Index** provides statistical and historical information about the court cases the Office has handled since 1871. It is available on the website.

◆ The **2014 - 2016 Strategic Plan** provides the Office's strategic direction for the future, outlines the significant goals to support its mission, identifies the issues facing the organization and the measures that will be taken to address those issues. The Plan is available on the Clerk's website.

## Informational

# STATISTICS

## New Cases Filed

The Filing Counters are the starting point for the majority of Superior Court cases.

CV = Civil / CR = Criminal / FC = Family / JV = Juvenile / PB/MH = Probate/Mental Health / TX = Tax

CV	FY 14 - 15 =	29,075
	FY 13 - 14 =	35,159
	FY 12 - 13 =	37,732

CR	FY 14 - 15 =	51,804
	FY 13 - 14 =	54,710
	FY 12 - 13 =	52,333

FC	FY 14 - 15 =	34,502
	FY 13 - 14 =	34,921
	FY 12 - 13 =	35,628

JV	FY 14 - 15 =	17,305
	FY 13 - 14 =	16,776
	FY 12 - 13 =	16,389

PB/ MH	FY 14 - 15 =	12,798
	FY 13 - 14 =	12,011
	FY 12 - 13 =	11,696

TX	FY 14 - 15 =	1,232
	FY 13 - 14 =	1,490
	FY 12 - 13 =	1,967

**Total New Case Filings - FY 14/15 = 146,716**

## Alternative Filings (Adult Case Types Only)

The Office has internal and external filing depository boxes to provide customers with an alternative to filing their documents at the filing counter. The external boxes are available 24 hours-a-day, seven days-a-week. The internal boxes are available 8 a.m. - 5 p.m., Monday - Friday. There are four external boxes and two internal boxes.

INTERNAL	FY 14 - 15 = 83,613	FY 13 - 14 = 112,445	FY 12 - 13 = 122,194
EXTERNAL	FY 14 - 15 = 26,162	FY 13 - 14 = 25,877	FY 12 - 13 = 37,150

**Total Alternative Filings - FY 14/15 = 109,775**

\*\*an Internal Box at NE was removed during the fiscal year.

# STATISTICS

## Minute Entries (MEs)

A minute entry is a written record of court hearings and judges' rulings on cases.

### MEs created

AD Adult	FY 14 - 15 =	553,322
	FY 13 - 14 =	564,601
	FY 12 - 13 =	553,762

JV Juvenile	FY 14 - 15 =	91,610
	FY 13 - 14 =	87,017
	FY 12 - 13 =	82,434

### MEs emailed for Distribution to attorneys, agencies, departments

AD	FY 14 - 15 =	1,465,459
	FY 13 - 14 =	1,493,332
	FY 12 - 13 =	1,452,586

JV	FY 14 - 15 =	484,825
	FY 13 - 14 =	447,929
	FY 12 - 13 =	608,474

### MEs printed for distribution to self-represented parties

AD	FY 14 - 15 =	263,091
	FY 13 - 14 =	279,250
	FY 12 - 13 =	281,506

JV	FY 14 - 15 =	68,361
	FY 13 - 14 =	69,495
	FY 12 - 13 =	116,130

**Total Minute Entries Created for FY 14/15 = 644,932**

## Court Hearings Covered

Courtroom Clerks attend each Superior Court session to record the actions of the court.

ADULT	FY 14 - 15 = 330,559	FY 13 - 14 = 319,868	FY 12 - 13 = 333,162
JUVENILE	FY 14 - 15 = 62,098	FY 13 - 14 = 60,035	FY 12 - 13 = 59,198

**Total Court Hearings Covered By Courtroom Clerks for FY 14/15 = 392,657**

## Minute Entry Electronic Distribution System (MEEDS)

MEEDS automates the entire court minute entry (ME) process for non-confidential cases by sorting and electronically sending the entries from the court clerk to the docket, website, and law firms. Previously, all MEs were manually printed and either mailed or picked up at the Office.

**Average MEs Distributed Daily = 9,127**

**Attorneys Active in MEEDS = 21,938**

### Daily Averages

Adult	6,914
Juvenile	2,213

# STATISTICS

## Marriage Licenses (MLs) & Passport Applications

License Services, along with several City and Justice Court offices (deputized by the Clerk's Office) issue marriage licenses. License Services also acts as an acceptance agent for passport applications.

Fiscal Year	Passports	MLs
14/15 =	49,209	24,464
13/14 =	43,801	19,732
12/13 =	37,324	18,695

## Recording Services

Recording Services records marriage licenses (MLs) for Maricopa County and provides certified copies of marriage licenses.

Fiscal Year	MLs Recorded	Certified MLs Copies
14/15 =	24,464	24,798
13/14 =	21,876	20,720
12/13 =	20,807	20,846

## Exhibits Processed and Released (Adult and Juvenile)

The Exhibits Department receives and stores exhibits accepted into evidence, as well as materials related to Grand Jury.

**Total Exhibits Processed and/or Released for FY 14/15 = 229,485**

Fiscal Year	Adult	Juvenile
14/15 =	209,243	20,242
13/14 =	214,387	17,822
12/13 =	211,407	19,376

# STATISTICS

## Billing/Deferral Unit

**Billing/Deferral** establishes time payment accounts for persons who have filing fees deferred, jury fee judgments, fines, incarcerated persons who file cases, businesses with commercial accounts, and complex litigation cases that require additional fees.

Fiscal Year	Receivables Collected
14/15 =	\$3,476,526
13/14 =	\$3,063,197
12/13 =	\$3,257,645

## Family Support Services

**Support Finance** sends Withholding Orders to the obligor's employer, who is required to withhold, modify, or terminate withholding support money from their employee's wages. The withholdings are directed to the Support Payment Clearinghouse, who distributes the funds to the obligee.

Fiscal Year	Receivables Collected
14/15 =	24,815
13/14 =	23,782
12/13 =	23,627

Withholding Orders Mailings

## Monies Disbursed

**Criminal Financial Obligations** disburses all court-ordered financial sanctions, including restitution payments to victims of crime.

14/15 =	\$8,635,633	13/14 =	\$9,211,899	12/13 =	\$9,421,923
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## Monies In Trust

The Office holds certain funds in trust for the Court (such as appearance bonds, cost bonds, funds deposited for a preliminary injunction, eminent domain funds, and funds deposited for a temporary restraining order). The funds are released from the Trust pursuant to an order of the court.

Fiscal Year	Accounts Established	Total Amount Established	Funds Released
14/15 =	4,717	\$32,956,790	\$32,630,629
13/14 =	5,089	\$35,492,822	\$32,854,838
12/13 =	5,538	\$44,905,627	\$32,209,860

Trust Accounts

# STATISTICS

## Appeals Filed

The **Appeals** Unit processes incoming appeals filed with the Clerk's Office.



FY 14/15  
**1,714** (Adult)

**430** (Juvenile)

Total  
Appeals  
Filed

**2,144**

## Process Server

The Office monitors the certification of private process servers in Maricopa County.



FY 14/15  
Applicants  
Tested

**116**

FY 14/15  
Application  
Renewals

**91**

## EDMQC

This area audits all electronic images that are scanned and converted to an electronic format and the electronic documents that law firms/parties send to the Office.



FY 14/15  
Scanned  
Documents  
Audited  
(Adult & Juvenile)  
**1,908,922**

FY 14/15  
Scanned  
Electronic  
Filings Audited  
(Adult Only)  
**63,385**

## Water Case

The Water Case is a lengthy series of proceedings initiated in 1979 designed to determine ownership of surface water rights in Arizona. The Office maintains the claims and provides document access to litigants and the public.



FY 14/15  
Maintained  
**89,758**  
Claimants  
related to case.

Case currently  
consists of **526**  
volumes and  
**9,217**  
documents

\*\*EDMQC = Electronic Document Management Quality Control

\*\*The official name of the Water Case is the Arizona General Stream Adjudication - (Since Maricopa County has the largest number of potential claimants, the Office is responsible for the record keeping for the entire adjudication process.)

# UPCOMING MOVES



## **eCertification of Records**

Currently, customers must visit a Clerk's Office facility to pay for certified copies of certain records. Plans for customers to have the ability to request, pay for, and receive certification of records is part of the Office's strategic plan for future improvements. A pilot program began in June 2013 with the Attorney General's Office. In 2014, the pilot was implemented with the Maricopa County Attorney Office's Asset Recovery Bureau and Civil Division.

## **eAccess to the ECR**

To further expand access to the Electronic Court Record (ECR), the Office is working with the Administrative Office of the Courts to allow access to most court records remotely for a fee.

This advancement will offer the public electronic access to the same documents currently provided at the public terminals at the Clerk of Court's Office locations throughout the Valley.

## **eFiling Pilot for Juvenile**

To further expand eFiling, the Office is planning to begin a pilot program to allow for eFiling in Juvenile cases. Currently, eFiling is only available for Adult case-types. eFiling access for Juvenile case documents will allow customers access to filing at any time. Along with the convenience of 24/7 filing ability, customers will benefit from the cost in travel to present documents in person to the Office for filing.

## **Financial Management Future**

To ensure business continuity and effective management for the average \$140 million that flows through the Office annually, a plan has been put in place to upgrade the financial systems including the Trust system for managing bonds, the Restitution/Fines/Reimbursements (RFR) system (which manages court-ordered victim restitution receipt and disbursement), and the General Ledger and checking printing system. The Office will begin this year with the replacement of the RFR system.

# Locations

## Customer Service Center

601 W. Jackson  
Phoenix, AZ 85003

**Downtown**  
East Court,  
101 W. Jefferson  
**Central Court,**  
201 W. Jefferson  
**West Court,**  
111 S. Third Ave.  
Phoenix, AZ 85003

**Downtown**  
**Justice Center**  
620 W. Jackson,  
Suite 3017  
Phoenix, AZ 85003

**Durango Juvenile**  
3131 W. Durango  
Phoenix, AZ 85009

**Northeast**  
18380 N. 40th St.,  
Suite 120  
Phoenix, AZ 85032

**Northwest**  
14264 W. Tierra  
Buena Lane  
Surprise, AZ 85374

**Old Courthouse**  
125 W. Washington  
Phoenix, AZ 85003

**Southeast Adult**  
222 E. Javelina  
Mesa, AZ 85210

**South Court Tower**  
175 W. Madison  
Phoenix, AZ 85003

**Southeast Juvenile**  
1810 S. Lewis  
Mesa, AZ 85210

(602) 37-CLERK / (602-372-5375)

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