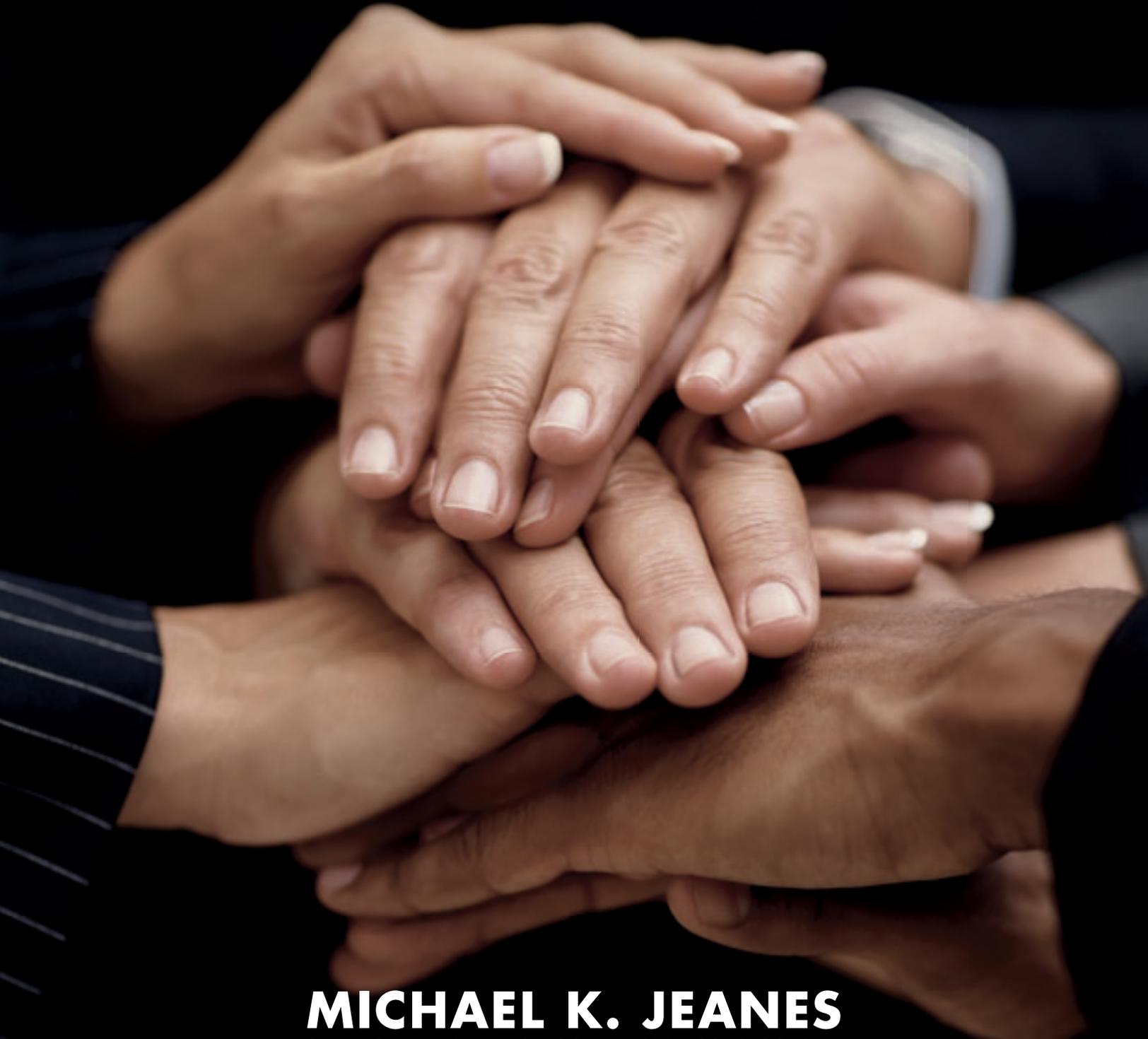


2010-2011 ANNUAL REPORT

TEAMWORK

MAKING HISTORY HAPPEN TODAY



MICHAEL K. JEANES

CLERK OF THE SUPERIOR COURT - MARICOPA COUNTY

TEAMWORK

**“The achievements
of an organization
are the results of
the combined effort
of each individual.”**

— Vince Lombardi



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TEAMWORK

MAKING HISTORY HAPPEN TODAY



TEAMWORK IS A WORD WE EMBRACE

"Team" and "Work" – two words that when put together form one word ... one powerful word that invokes thoughts of people working together with a common goal and a strong ambition to achieve great things. It is a word that when put into action has helped our world advance in countless ways. Teamwork has helped people and organizations throughout history ascend to higher places and accomplish amazing feats. Teamwork is a word that defines the approach many have taken throughout time to get something done no matter how small or large the task. The impact that teamwork (the act of people simply assisting each other) has had in our world is immense, immeasurable, and impossible to list.

Teamwork is a word that we have embraced in the Clerk of the Superior Court's Office. It describes the atmosphere within our Office, the attitude our staff has toward one another, the action we take in serving our customers, and the aim for our future in accomplishing things.

Our work affects thousands of people each day. Our ability to not only meet this demand, but to achieve our goal of exceeding expectations, while providing continuous, excellent customer service is only attainable through efficient, energetic, and enthusiastic teamwork. We have this type of teamwork and we provide quality service in a very effective manner. The teamwork we have makes our processes quicker, serves our customers faster, and achieves our goals sooner. As a result, the teamwork we have helps us *Make History Happen Today*.

To honor the significance that teamwork has on our Office, we want to pay tribute in this annual report to several well-known historic teams.

In recognition that teamwork is comprised of two words, we are highlighting several famous duos whose teamwork has resulted in remarkable achievements.

I am very proud of our team at the Clerk of the Superior Court's Office. I am extremely pleased with our past accomplishments and look forward to our future endeavors. I hope you enjoy reading this report. It includes many of our team's efforts during this past year and demonstrates the truth to the old saying that "Team stands for Together Everyone Achieves More."

Go Team!

Sincerely,

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



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



AMBITION

The Leadership/Organization of the Clerk of the Superior Court's Office



LEWIS AND CLARK

Meriwether Lewis and William Clark led an expedition in 1803 of western North America. They traveled over 7,600 miles in 863 days. Among their valuable accomplishments were finding a route to the Pacific Ocean, discovering numerous plants/animals, and creating detailed maps. Their journey helped shape the nation's boundaries and future. Their remarkable **ambition** is still greatly admired and is considered one of the most significant explorations in history.



THE CLERK OF THE SUPERIOR COURT

The Clerk of the Court's Office works as a team with a great **ambition** to successfully provide service routes for its customers that are smooth, well-marked, pleasant, and convenient. In addition, the office continually seeks to explore new avenues that will improve its service.



“Do not go where the path may lead, go instead where there is no path and leave a trail.”

- *Ralph Waldo Emerson, American poet, philosopher, lecturer, essayist (1802 – 1882)*

TEAMWORK

MAKING HISTORY HAPPEN TODAY



LEADING THE TEAM WITH AMBITION

In November 1998, Michael K. Jeanes was elected to the office of the Clerk of the Superior Court by the voters of Maricopa County. He was re-elected to the Office to serve additional four-year terms in November 2002, 2006, and 2010.

Duties

As the Clerk, Michael is the official record keeper and fiduciary agent for Superior Court and responsible for leading an organization of 685 employees, supporting 154 judges and commissioners, serving a constituency of more than four million, and guiding an Office that operates in one of the fastest growing and largest counties in the nation. In the past 10 years, Maricopa County experienced a 24.2 percent increase, according to the 2010 Census.

Focus

Michael is a strong advocate for high quality customer service. He has implemented numerous measures to improve service during his tenure. He attends all new employee orientation classes to discuss its importance to the new staff members, conducts monthly meetings with employees to listen to their ideas on how the Office can improve service, and he regularly communicates in person and via publications with those who interact with the Office. In addition to an award-winning website, he offers Facebook and Twitter so customers can electronically interact with the Office. A significant step Michael is taking to improve service is implementing the Electronic Court Record (ECR). eFiling is a major part of the ECR initiative, which has greatly increased efficiencies and provides further convenience for customers and the court. Michael has also introduced several other technological advancements as part of the ECR goal, many of which are mentioned in this annual report. Michael's focus on service is well-balanced between utilizing modern technology with old-fashioned friendly professionalism.

Service

Michael's desire to serve is also reflected in his professional and community involvement, which extends to membership in more than 20 local and national organizations. He is a former president of the Arizona Association of Counties and he currently serves on the Board of Directors for the National Association of Counties. In 2009, he was appointed by Governor Brewer to the Governor's Information Technology Authorization Commission, and last year he was appointed by the Chief Justice of the Arizona Supreme Court to the Arizona Judicial Council.

Experience

Prior to being the Clerk of the Court, Michael served as an Associate Clerk within the Office for nearly 11 years. Other positions he has held include Court Services Administrator and Management Analyst for Superior Court, and Management Analyst/Project Manager for Maricopa County.

Education

Michael was born in Chicago, Ill., but has lived most of his life in Maricopa County, Arizona. He earned a Bachelor of Arts Degree in political science from Loyola University in Chicago, and a Master of Public Administration Degree from Arizona State University.

Family

Michael and his wife, Jill have three sons and a daughter-in-law.

Michael's 12 Aspects of Good Teamwork

- | | |
|------------------|---------------|
| A- Action | G- Goals |
| B- Believe | H- Honesty |
| C- Communication | I- Innovation |
| D- Dedication | J- Joining |
| E- Encouragement | K- Knowledge |
| F- Flexibility | L- Listen |



SETTING THE COURSE WITH A SPIRIT OF AMBITION



Clerk of the Court Administrative Team (from left): Rebecca Magana, Deputy Director; Chris Kelly, Chief Deputy; Michael Jeanes, Clerk of the Court; Marian Catt, Deputy Director; and Richard McHattie, Deputy Director

Chris Kelly, Chief Deputy - Has served in the Office for the past six years. As Chief, she oversees the office's daily operations, including its staff of over 600 and an annual budget of more than \$40 million. Prior to joining the Office, Chris was the associate director of Valley Partnership. In addition, she has served in Arizona's Department of Agriculture and worked in various media outlets throughout the Valley. She has her master's and bachelor's degrees from Arizona State University.

Marian Catt, Deputy Director - Joined the office in 1985 and has held various managerial positions over the past 20 years. In her tenure with the Office, she has served in a leadership role on many office-wide initiatives resulting in the implementation of several process improvements. She has also served on numerous local and state-wide multi-agency committees for the Office, and holds a bachelor's degree in Business from Arizona State University.

Rebecca Magana, Deputy Director - Joined the Office in January 2010. Prior to the Clerk's Office, Rebecca held positions in the private sector as Director of Operations for a Fortune 500 financial operations service provider and Senior Manager in the Finance Division of the nation's 3rd largest telecommunications company, as well as leadership roles in various manufacturing, financial institution, and retail entities.

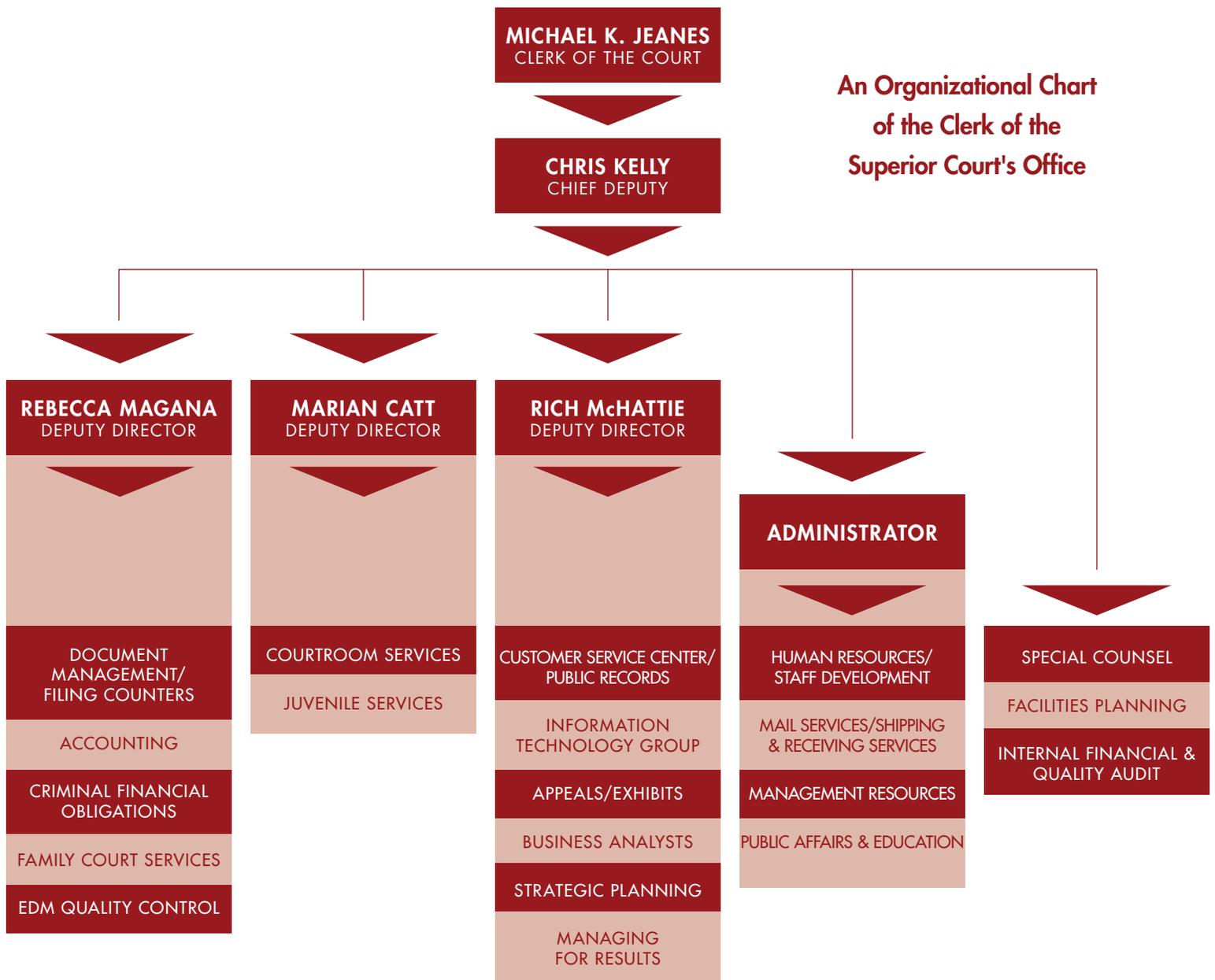
Richard McHattie, Deputy Director - Before joining the Office in 2005, Richard spent eight years as a regional business development manager in the electric utility industry managing several vertical markets, including government and education. He also helped to launch a private company, operating in the U.S. and Canada, marketing an identification and recovery system for companion animals utilizing implantable microchip technology.

TEAMWORK

MAKING HISTORY HAPPEN TODAY

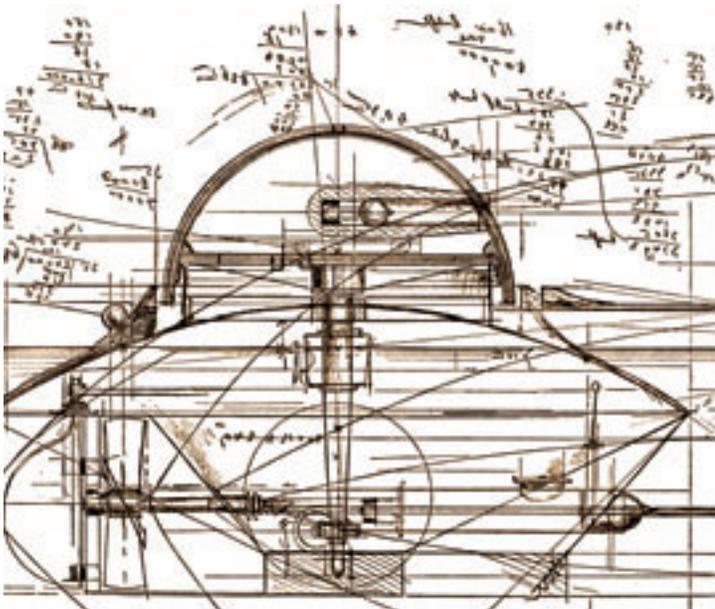


STRUCTURING THE TEAM



APPROACH

An Overview of the Clerk of the Superior Court's Office



WILBUR AND ORVILLE WRIGHT

Wilbur and Orville Wright were brothers who teamed together to invent the world's first manned and powered airplane to successfully fly. The success of their experiment in 1903 ignited the world's passion for flying and forever changed the world. Their meticulous **approach** in designing the aircraft is still greatly admired today and the impact that the airplane has had on the world is beyond measure.

TEAMWORK



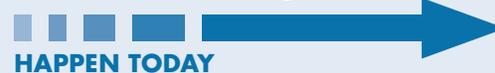
MAKING HISTORY



THE CLERK OF THE SUPERIOR COURT

The Clerk's Office approaches the issues and challenges it faces, the goals it sets, and the ideas for future service offerings as a cohesive team with careful detail, discussion, planning, and innovation. This team **approach** has helped the Office reach new heights in service and soar in receiving high remarks from customers.

TEAMWORK



HAPPEN TODAY

“No one can prepare you for what heights you will soar until you spread your wings.”

- Unknown Author

TEAMWORK

MAKING HISTORY HAPPEN TODAY



THE APPROACH IN SERVING

History of the Office of Clerk

The Office of the Clerk has a long history. It is one of the oldest of public servants in existence and can be traced back more than a thousand years. In America, the Office of Clerk was one of the first forms of local government the early colonists established when they arrived in the new land.

Through the years, Clerks became a central part of government and a direct connection between citizens and their government. There are very few offices in county government that assist such a wide range of people.

In Arizona, the Clerk's Office was established by State Constitution to serve the citizens, legal community, and the Superior Court. The Office of the Clerk of the Court was created to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk is an elected official, who serves as the official record-keeper of the Court and acts as a safeguard and processor of all monies collected.

The Clerk

The Clerk of the Superior Court is elected to the Office by the voters of Maricopa County every four years. Since the Office's beginning in 1912, nine individuals have served in the Office. The longest-serving Clerk was Walter Wilson who served for more than 30 years. It is believed that Thomas Road is named after the first Clerk of the Court W.E. Thomas.



The Present Office

Today, Michael K. Jeanes, Clerk of the Superior Court, and his staff serve the nation's third largest county. The Office is dedicated to providing quality customer service, being innovative, user-friendly and fiscally responsible. There are eight Office locations throughout Maricopa County to serve the public. During the past several years, the Office and staff have received national and statewide recognition for their achievements.

Functions of the Clerk's Office

The specific and special duties of the Clerk's 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:

- Provide public access to the records of the Superior Court, Maricopa County;
- Keep a docket;
- Attend each Superior Court session to record the actions of the court;
- Receive filings for Superior Court action in civil, criminal, mental health, probate, tax, family court matters, and juvenile, which includes delinquency, dependency, adoption, and severance cases;
- Collect and disburse court-ordered fees, fines, and victim restitution;
- Provide various family support services to the public;
- Receive, distribute, and preserve official court documents;
- Store exhibits for all court cases;
- Process passport applications;
- Issue and record marriage licenses.

Community Impact

Among the numerous officials and agencies the Office interacts with are: Arizona Legislature, Attorney General, County Attorney, County Board of Supervisors, County Sheriff, Department of Corrections, Department of Economic Security, Department of Public Safety, Probation and Parole departments, Public Defense Services, the federal courts, Arizona Supreme Court, the Court of Appeals, and Superior Court.



THE BUSINESS APPROACH

The following are the **Mission, Vision,** and **Strategic Priorities** that show the approach the Clerk of the Superior Court's Office takes in *making history happen today*.



MISSION

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.

VISION

The vision of the Office is to anticipate, meet, and exceed the expectations of our customers.

STRATEGIC PLAN

Last year, the 2010 - 2012 Strategic Plan for the Clerk of the Court's Office was published. The plan provides the strategic direction for the future and outlines the significant goals to support its mission. The plan identifies the issues facing the organization and the specific measures that will be taken to address those issues. Below is a summary of some of the strategic priorities. The complete Strategic Plan is available on the Office's website at: www.clerkofcourt.maricopa.gov.

STRATEGIC PRIORITY 1 - Electronic Court Record (ECR)

The Clerk of the Superior Court will adopt, maintain, and expand the utilization of the Electronic Court Record (ECR) as the official record for Adult and Juvenile case types.

STRATEGIC PRIORITY 2 - Financial Management

The Clerk of Superior Court, as the statutory fiduciary of the Superior Court, will implement and maintain financial processes that support a unified approach to eBusiness, and provide for the timely and accurate collection, disbursement, and reporting of court-ordered payments.

STRATEGIC PRIORITY 3 - Employee Development

The Clerk of Superior Court will foster high levels of employee satisfaction through the development and implementation of initiatives that address employee recruitment, training, development, and retention.

TEAMWORK

MAKING HISTORY HAPPEN TODAY



APPROACHING THE PAST – A QUICK GLANCE AT OFFICE HISTORY

Reported in the Office Annual Reports - 10 and 20 years ago



1990-1991 Report - The Clerk of the Court's Office opened up offices in the newly-constructed Southeast Regional Court Center and the Southeast Juvenile Court in Mesa. These moves allowed the Office to serve citizens in Maricopa County's East Valley.



2000-2001 Report - The Clerk of the Court's Office moved into the newly constructed Customer Service Center in downtown Phoenix. The facility offered a variety of Clerk services to the public in one location and provided a central home for the Office's 1.4 million court records.

Total Actions Filed with Clerk's Office from 1871 - Dec. 31, 2010

3,993,548 (this number includes all case categories in the *Case History Index* with the exception of Juvenile Cases, the Water Case, and Marriage Licenses)

One Hundred Years of Service to Maricopa County

The Clerk of the Superior Court's Office celebrates 100 years of existence in 2012. The first Clerk began serving in 1912 when Arizona officially became a state.

Who Has Served as Clerk of the Superior Court, Maricopa County, AZ

<u>Clerk</u>	<u>Year First Elected</u>	<u>Years Served</u>
William E. Thomas	1912	2
James Miller Jr.	1914	4
C.S. Berryman	1918	8
Walter Wilson	1926	36
Robert E. Miller	1962	4
W. Don Palmer	1966	16
Vivian Kringle	1982	4
Judith Allen	1986	12
Michael K. Jeanes	1998	Presently 13

ACCOMPLISH

Office Highlights and Information



GILBERT AND SULLIVAN

W.S. Gilbert and Arthur Sullivan were a theatrical partnership that collaborated on 14 comic operas from 1871 - 1896. Their productions, including *H.M.S. Pinafore*, *The Pirates of Penzance*, and *The Mikado* were an international success and are still performed throughout the world. Their **accomplishment** of creating works that have broad appeal and lasting value is a tribute to the significance of team chemistry.

TEAMWORK



MAKING HISTORY



THE CLERK OF THE SUPERIOR COURT

The Clerk of the Court's Office seeks to **accomplish** great things with talented people who perform together well and in a manner that is memorable and results in excellent reviews from customers.

TEAMWORK



HAPPEN TODAY

“Great things are accomplished by talented people who believe they will accomplish them.”

- Warren G. Bennis, American scholar, organizational consultant, and author

TEAMWORK

MAKING HISTORY HAPPEN TODAY



TEAMING UP TO MAKE A DIFFERENCE

Updates on Office programs/services that involve other courts/county offices

PROVIDING A RECEIPT SYSTEM THAT BENEFITS MANY AND OFFERS MANY BENEFITS

HISTORY: On Sept. 14, 2009, the Office implemented a new internal receipting system. The system provided new functionality and made it easier to generate reports, acquire statistical information, and offers increased functionality. The new system also provided added detail for customers and was designed to expand for future capabilities. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

TODAY: This fiscal year, **802,046** receipts were created in the system. These receipts totaled **\$147,893,008**.

PROGRESS IN PROCESS CONTINUES TO BE MADE THROUGH JOINT COOPERATION

HISTORY: In August 2009, the Office's Appeals Unit began electronically filing the record on appeal with the Arizona Court of Appeals, Division One, for Probate and Family Court case types. The new electronic process replaced a process where the documents were manually gathered, copied, and then delivered by courier to the Appellate Court.

TODAY: More than **780** cases have been transmitted electronically since the program began. In addition, the program expanded this year and began transmitting the record on appeal in the Civil and Criminal case types. Approximately **90%** of the Clerk's total appeals processing are now done through eAppeals. The program has saved considerable time for staff, reduced costs, and decreased storage space as there is no longer a need to retain a paper copy.

PARTNERSHIP IN RESTITUTION EFFORTS HAS POSITIVE RESULTS FOR VICTIMS OF CRIME

HISTORY: In 2010, the Office partnered with the County Attorney's Office to develop a program to find victims of crime who were not receiving their court-ordered restitution. The Clerk's Office was holding more than \$3 million in pending restitution funds for victims that it was unable to disburse due to not having the correct addresses (as they may have moved and did not provide updated contact information), and the County Attorney had internal investigative resources and additional databases to locate current addresses, the two office's collaborated to address the problem. In the first few months of the program, the Clerk's Office distributed over **\$384,000** in restitution.

TODAY: Since the program began, the Clerk's Office has released **\$928,035** to victims and has had a 69% success rate.

WORKING TOGETHER TO PARTICIPATE IN NATIONAL EVENT

HISTORY: The Veteran's Stand Down Project is an event that first began in San Diego in 1988. It has grown to become a national event where various organizations/agencies/governments come together in different cities across the nation to focus on veteran services.

TODAY: In an effort to participate in this national event, in November the Superior Court and Clerk of the Court's Office set up a remote courtroom at the Veteran's Memorial Coliseum to hear approximately 50 cases involving veterans. Two courts simultaneously operated. The Clerk's Office and Criminal Court Administration coordinated the cases, created calendars, and pulled the files. The Clerk's Office had various staff members participate including courtroom clerks, administrative assistance, technical support, and couriers.

Historical Marker — On Feb. 14, 2011, history was made in the Marriage License and Passport Offices when it issued a new daily record of **163** marriage licenses. Traditionally, Valentine's Day or the Friday before Valentine's Day (if the holiday is on a weekend day) is the busiest day of the year for the Office. On average, the Office issues double to triple the amount of licenses during this time than on a normal business day. The previous daily record of issuing marriage licenses was 156 in February 2010.



TEAMWORK REPORT

Business-related news within the Office/Court

SIGNIFICANT CHANGE MADE IN CIVIL eFILING PROCESS

HISTORY: From the time eFiling began in 2003 in Civil Complex Litigation cases only, to April 30, 2011 when eFiling had expanded to all Civil and Criminal case types, and a few Family Court case types, the eFiling service was made available to filers on the Clerk's own portal.

TODAY: On May 1, 2011, eFiling became mandatory (per Supreme Court Admin. Orders 2010 – 117 and 2011-10) that eFiling service for Civil cases only be available through a statewide portal called AZTurboCourt (<http://www.azturbocourt.gov>). As a result, the Clerk's Office ended access to its Civil eFiling portal this year and placed a link on its website directing filers with subsequent civil filings to AZTurboCourt. This change did not affect new case filings, which are still initiated on paper.

PROCESS IN PLACE TO REVIEW CASES THAT MAY HAVE HISTORICAL SIGNIFICANCE

HISTORY: In 2006, the Arizona Supreme Court authorized the process to petition the superior court presiding judge of each county to designate a case as historically significant. Once designated as historically significant, the Clerks follow specific procedures to ensure the records are maintained for historical purposes, rather than destroyed under the terms of the records retention schedule. A case can be designated as historically significant due to a legal issue; a well-known person, place or event; an issue with far-reaching social/cultural implications; being high profile; or other factors.

TODAY: A committee, comprised of representatives from the Clerk's Office, Court, County Bar, Media, State Archives, and a local attorney, was recently formed and is currently reviewing cases that may be submitted for consideration as historically significant. Judges, parties to a case, attorneys, associations, or any member of the public may also file a motion to have a case designated as historically significant. The form is available on the Supreme Court's website. The motions are filed with the Clerk's Office.



NEW PROCESS AT FILING COUNTERS

HISTORY: New service hours were implemented at the Office's file counters this year to provide safety within the court buildings when the offices are closed at 5 p.m. and ensure compliance with the Fair Labor Standards Act.

TODAY: The Office continues to file-in documents at the file counters between the business hours of 8 a.m. - 5 p.m., Mon. - Fri., but starting at 4 p.m., the filings are now limited to five documents or less. Customers in line at 5 p.m. are directed to the external filing boxes that are available 24 hours-a-day, seven days-a-week. In addition, the Office has made additional staff available at the filing counters during its busiest hours of 11:30 a.m. to 2 p.m.

Historical Marker – Each year, the Clerk's staff prove they are not only dedicated to their work, but also to the community they work in. Here's how ... this past year staff donated **\$7,389** to the County's Charity Campaign, which assists non-profit agencies; **753** pairs of socks, **118** pairs of shoes and numerous winter items for the homeless, and **345** new toys for children during the holiday season.

TEAMWORK

MAKING HISTORY HAPPEN TODAY



THE INFORMATION STREAM TEAM

News about the Office's informational resources

WEBSITE IS THE ONLINE INFORMATION STATION (www.clerkofcourt.maricopa.gov)

HISTORY: In 1996, the Clerk of the Court's Office launched its first website to offer online users information about the Office and Court. Since that time, the Office's website has changed many times and has twice been recognized as a "Top Ten Court Website in the World" (1999 and 2007).

TODAY: The website's overall design was slightly modified to enhance the appearance this year. A new section titled "Publications" was added that provides access to the Office's electronic publications, and a new eFiling link was added to direct users to the AZTurboCourt site for eFiling services. In addition, a few other information and organization changes were made to better serve users.

CHANGES MADE IN TWITTER AND FACEBOOK COMMUNICATIONS EFFORTS

HISTORY: To expand communication efforts with customers, the Office began distributing informational messages in 2009 known as "tweets" through the networking website, Twitter and created a page on Facebook to provide updates on important Office/Court issues.

TODAY: In May, changes were made to these accounts. Formerly listed by the elected Clerk's name, Michael K. Jeanes, the sites now reflect the name of the Office. The updated screen names make it easier to locate the office's social media sites through more common search phrases. The Office Facebook page is named "Clerk of Superior Court in Maricopa County" and the Twitter feed has been renamed @MaricopaClerk. Links to both pages are on the Clerk's main web page at www.clerkofcourt.maricopa.gov. Both social media sites post timely information, such as process and procedures changes, office closures, and system updates.

ADDITIONAL WAYS TO STAY INFORMED

HISTORY: Through the years, the Office has produced various informational resources to communicate to internal and external customers. These communications methods have varied depending on the need and the tools of that time.

TODAY: The Office distributes a monthly electronic newsletter called *The Brief* that provides news and information specifically for the legal community (available by calling 602-506-3676). The Office has a *Directory of Services* that lists office contact information (available at public counters). The Office created



a *Case History Index* for statistical information about court cases (available on Office website). Last year, the Office published the *Strategic Plan 2010 - 2012* that provides the Office's strategic direction for the future, outlines the significant goals, and identifies the issues facing the organization and the specific measures that will be taken to address those issues (available on Office website).

THE CENTER OF INFORMATION

HISTORY: In Fiscal Year 1999-2000, an Information Services Desk was opened by the Clerk of the Court and Superior Court in the Central Court Building (CCB) to assist the public with court/county information and/or directions.

TODAY: Now named the Customer Information Center, the Information staff assisted **153,801** customers this year. In addition, as a result of remodeling work related to the construction on the new South Court Tower, the Information Center was redesigned and moved to a new location within the CCB lobby.

Historical Marker – Customers who have questions or need information about a specific service, may contact the Office at 602-506-3676 or send an email to: cocustomerrelations@mail.maricopa.gov. Also, survey cards are available at the public counters for customers to provide feedback on the service they received, and offer suggestions.



TEAM-BUILDING EFFORTS

News within the Office

MANAGING THE BUDGET

HISTORY: The Clerk's Office has been able to continue to return savings to Maricopa County over the past several years both by using alternate revenue sources and capitalizing on efficiencies to reduce costs and maintain position vacancies while the county's financial outlook improves.

TODAY: Over the course of the fiscal year, the Office assisted to balance the county's budget by restraining spending in the General Fund – ending the year **\$629,883** below the Office's **\$30.2 million** General Fund budget.

MONITORING THE LEGISLATION

HISTORY: Each year, the Clerk's Office monitors legislation being discussed during the Arizona legislative session to be aware of any bills that may impact the Office and its services.

TODAY: In the 2011 Arizona legislative session, the Clerks were busy working with the legislature and court users to promote the use of electronic processes that are available to the Clerks, Courts, Probation Departments and Law Enforcement. Many bills were signed into law that modify how the Clerks process financial matters, such as surcharges, criminal restitution, bonds, fines and assessments. Input from the Superior Court Clerks remains a vital part of drafting statewide legislation, as the stakeholders need insight into the day-to-day operations of rural and metropolitan courts to ensure proposed legislation is workable and likely to produce the intended results.

MAKING THE IMPROVEMENTS:

HISTORY: In an effort to continually improve service, the Office initiated a program in 2010 called "Lean Six Sigma," an established philosophy and methodology that has helped transform operations for government and the private sector across the nation for years. Upon its implementation, the Office invited interested employees to apply to be a part of this new quality effort.

TODAY: Seven employees were selected to be a part of the Office's pilot team. These staff members completed a special eight-week training program offered through Villanova University. Their next step is to begin identifying potential improvement opportunities.



MASTERING THE WORK

HISTORY: In 2006, the Office's Training Division began offering a "Professional Certification Series" for employees that provides specialized training in three areas: training, professional development, and leadership. The Training Division also offers classes throughout the year to help staff further their knowledge and skills of the court, county, government, and work environment issues. Court employees are required to take eight hours of this continuing education each year.

TODAY: This year, **17** Clerk employees graduated from the Professional Certification Program and the Training staff offered **596** courses/sessions to employees for their continuing education requirement.

Historical Marker - Each November, the Clerks' Office participates in the Court's "National Adoption Day Event." This past year's event turned out to be historic as a record number of **310** children were adopted on November 20. The event, which is held at the Durango Juvenile Court, included 12 calendars, 46 judges and commissioners presiding, 12 courtroom clerks covering hearings, and two Office staff issuing certified copies of final orders of adoption for the adoption. Maricopa County currently ranks No. 1 in the nation for adoptions on National Adoption Day.

TEAMWORK

MAKING HISTORY HAPPEN TODAY



A WINNING TEAM

A summary of the Office's awards/honors

ANNUAL REPORT SELECTED AS BEST IN CLASS FOR DESIGN

HISTORY: For the past 15 years, the Office has produced an innovative, informative annual report to provide an overview of the Office and list its highlights from the past fiscal year. Through the years, the report has received local and national recognition.

TODAY: The 2009-2010 Annual Report ("The Service Route") was selected as the best designed county government publication (in the brochures and publications category) by the National Association of County Information Officers (NACIO) in their annual "Awards of Excellence" program. In addition to the "Best of Class" award, the report also received an "Award of Excellence" in the overall Annual Report category. NACIO sponsors the county government competition each year for various communication projects.

COUNTY HONORS DEDICATED SERVICE OF LONG-SERVING CLERK OF COURT STAFF

HISTORY: In 2004, the Board of Supervisors instituted a Pillars of Honors program to recognize county employees in three areas – Service (for years of service to the county), Salute (for national achievements/awards), and Sacrifice (for those who lost their lives in the line of duty). Pillars were erected on the Central Court Plaza for each of these categories.

TODAY: The names of seven former Clerk employees were selected to be placed on the Pillar of Service this upcoming year. To qualify for the Service Pillar, an employee must have retired after 30 or more years of service in good standing. The combined Maricopa County/Clerk of Court experience of these seven employees was 236 years. In addition, the Board of Supervisors recognized four current Clerk employees for their more than 30 years of service at a special service awards ceremony. At present, the Office has nine employees with 30 or more years of service. The longest-serving Clerk employee currently has 43 years of service to the Office.

EXTRA EFFORTS MERIT CLERK OF THE YEAR AWARD FOR EMPLOYEE

HISTORY: Each year, the Arizona Family Support Council (AFSC), a statewide organization for child support-related agencies, honors various people in Arizona who work in the family support services area.

TODAY: This year, the Office's Jules Herbuveaux, who works in Family Court Services, received the AFSC's "Clerk of the Year Award" for demonstrating dedication to child support beyond the call of duty by improving services to the non IV-D child support population.

EMPLOYEES RECOGNIZED FOR EXEMPLARY SERVICE

HISTORY: In 2001, the Office implemented an employee recognition program called "Celebrating and Saluting Employees" (CASE) to honor employees who provide exemplary service in four different categories: Excellence, Customer Service, Leadership, and Teamwork. The award-winning employees receive a plaque and are highlighted in the Office newsletter.

TODAY: Twenty-seven employees received a CASE award this year. The Billing/Accounting Unit was selected as "Team of the Year."

Historical Marker – Following are only a few public comments received this year regarding the service of Clerk of the Court staff: •Well informed, kind, and professional •Outstanding service •Prompt •The best, most courteous personnel •Very customer friendly •Very efficient and knowledgeable •Most helpful clerks ever encountered •Went above and beyond to help •Quick, efficient, friendly •Polite and friendly •Helpful and patient •Excellent service and professional appearance •Two thumbs up

ASCEND

An overview of the Office's Electronic Initiatives



HILLARY AND TENZING

On May 29, 1953, Edmund Hillary and Norgay Tenzing were the first people in history to reach the top of the world's highest mountain – Mt. Everest. Mt. Everest had long been considered unclimbable, but their feat to **ascend** to the 29,035-foot summit proved what great teamwork and determination can accomplish.

TEAMWORK



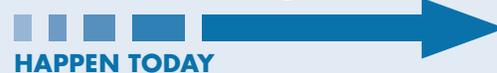
MAKING HISTORY



THE CLERK OF THE SUPERIOR COURT

The Clerk's Office strives, as a team, to **ascend** the business mountains to offer a higher level of service and provide an extraordinary experience for the customer.

TEAMWORK



HAPPEN TODAY

“People do not decide to become extraordinary.
They decide to accomplish extraordinary things.”

- *Edmund Hillary, New Zealand Mountaineer, explorer (1919 – 2008)*

TEAMWORK

MAKING HISTORY HAPPEN TODAY



eFFECTIVE AND eFFICIENT TEAMWORK

A summary on several of the Office's electronic initiatives

THE ELECTRONIC REPOSITORY – FOR THE RECORD

HISTORY: In 1997, the Office began a pilot program of scanning the paper documents it received in the Probate area. Through the years, this pilot was expanded to all adult case types and marriage licenses. These scanned images (or electronic records) are now stored in an electronic repository.

TODAY: More than **212,600** paper documents filed with the Office each month are scanned, converted to electronic format, and stored in the electronic repository. This year, more than **3,300,000** documents were added to the repository. Currently, the repository contains **28,086,931** documents. **Forty** government agencies have been granted access to the repository.

THE EASE OF eFILING

HISTORY: In December 2003, the Office began a pilot program that allowed participating parties to eFile their case documents for Civil Complex Litigation cases. Through the years, the program has expanded to other case types. eFiling allows attorneys/self-represented parties to electronically file documents rather than travel to the Office's filings counter. eFiling also permits judges, parties, and the public (where permissible) to view a case simultaneously and increase the speed and accuracy of case processing.

TODAY: The Office received **295,950** efilings this year (**168,443** in Civil, **125,909** in Criminal, and **1,598** in Family Court). eFiling is available in all Criminal and Civil divisions, and three Family Court divisions.



HOW TO VIEW THE ECR (Electronic Court Record)

HISTORY: In January 2004, the Office installed two public access terminals in the Customer Service Center that allowed customers to view the Office's ECR from a monitor and select the pages to copy. The terminals alleviated the manual process of staff retrieving hard copy files for customers to view court documents.

TODAY: **Thirty-one** public access terminals are located at the Customer Service Center, **10** at Southeast, **six** at Northeast, and four at Northwest. The following is what customers can view in the ECR: probate cases from 1997 forward (and active cases from 1994 - 1997) and all other Adult case types from 2002 forward.

ECR ONLINE PROVIDES CONVENIENCE AND FASTER SERVICE

HISTORY: In 2007, the Office began a program called ECR Online to allow attorneys and self-represented parties to use the internet to register and view the documents of their case(s). Prior to ECR Online, attorneys/parties to a case had to visit the Office to view the hard copy file or view the case electronically on a public access terminal.

TODAY: There are **4,465** attorneys and **6,167** self-represented parties registered in ECR Online.



KELLER AND SULLIVAN

The work of Helen Keller and teacher Anne Sullivan is legendary. Their **achievement** in working together to overcome the physical challenges they faced is one of history's most significant stories in human progress. Their success inspired society and demonstrated the importance of perseverance. They received numerous honors as a result of their amazing teamwork.



THE CLERK OF THE SUPERIOR COURT

The Clerk's Office seeks to **achieve** making continual progress in improving its service to customers and be an inspiration to other government agencies for its work and teamwork. Despite the challenges of the time, the Office is dedicated to overcome and achieve much.



“Alone we can do so little; together we can do so much.”

- *Helen Keller, American author, activist, and lecturer (1880 – 1968)*

TEAMWORK

MAKING HISTORY HAPPEN TODAY



NEW CASES FILED

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

Total New Case Filings - FY 10/11 = 179,364

Criminal Cases		Juvenile Court	
2010 - 2011	= 49,297	2010 - 2011	= 17,254
2009 - 2010	= 44,278	2009 - 2010	= 18,060
2008 - 2009	= 39,291	2008 - 2009	= 19,053
2007 - 2008	= 43,913	2007 - 2008	= 19,576
Family Cases		Probate / Mental Health	
2010 - 2011	= 34,445	2010 - 2011	= 10,576
2009 - 2010	= 33,762	2009 - 2010	= 9,058
2008 - 2009	= 27,257	2008 - 2009	= 9,025
2007 - 2008	= 31,317	2007 - 2008	= 9,735
Civil Cases		Tax Cases	
2010 - 2011	= 64,495	2010 - 2011	= 3,297
2009 - 2010	= 61,790	2009 - 2010	= 4,913
2008 - 2009	= 51,744	2008 - 2009	= 2,695
2007 - 2008	= 38,360	2007 - 2008	= 1,347

ALTERNATIVE FILING (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., Mon. - Fri.

Total Alternative Filings - FY 10/11 = 292,064

External Box Filings		Internal Box Filings	
2010 - 2011	= 53,578	2010 - 2011	= 238,486
2009 - 2010	= 57,455	2009 - 2010	= 269,984
2008 - 2009	= 63,027	2008 - 2009	= 249,551
2007 - 2008	= 56,414	2007 - 2008	= 179,418

APPEALS FILED

The Appeals area processes the incoming appeals that are filed with the Office.

2010 - 2011	= 1,437	2008 - 2009	= 1,468
2009 - 2010	= 1,461	2007 - 2008	= 1,374



MARRIAGE LICENSES AND PASSPORT APPLICATIONS

The Clerk of the Court's **License Services sections**, along with several deputized City and Justice Court offices issue marriage licenses. License Services also acts as an acceptance agent for passport applications.

Marriage Licenses Issued		Passports Applications Processed	
2010 - 2011	= 18,570	2010 - 2011	= 27,194
2009 - 2010	= 19,651	2009 - 2010	= 41,162
2008 - 2009	= 23,885	2008 - 2009	= 35,657
2007 - 2008	= 24,573	2007 - 2008	= 45,727

RECORDING SERVICES

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

Marriage Licenses Recorded		Certified Copies of Marriage Licenses	
2010 - 2011	= 21,870	2010 - 2011	= 13,621
2009 - 2010	= 22,754	2009 - 2010	= 13,232
2008 - 2009	= 22,386	2008 - 2009	= 15,260
2007 - 2008	= 23,442	2007 - 2008	= 15,040

NUMBER OF IMAGES FILMED

Micrographics films court case files for permanent retention according to State of Arizona archival standards.

2010 - 2011	= 232,448	2009 - 2010	= 38,593
*work temporarily stopped for staff to assist on other projects			

EXHIBITS PROCESSED AND RELEASED (ADULT AND JUVENILE COURT)

The **Exhibits Department** receives and stores exhibits accepted into evidence for all case categories. This department also receives, stores, and processes material related to grand jury.

Total Exhibits Processed and Released for FY 10/11 = 206,932

Adult	= 191,196	Juvenile	= 15,736
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ARIZONA GENERAL STREAM ADJUDICATION

The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine ownership of surface water rights in Arizona. Since Maricopa County has the largest number of potential claimants, the Clerk's Office is responsible for the record keeping for the entire adjudication process. Specifically, the Office maintains the claims and provides document access to litigants and the public.

The Office maintains 86,092 claimants related to the case
Since its initiation in 1979, the case currently consists of 468 volumes and 8,497 documents

TEAMWORK

MAKING HISTORY HAPPEN TODAY



TOTAL RESTITUTION MONIES DISBURSED

The **Criminal Financial Obligations Unit** is responsible for the disbursement of all court-ordered financial sanctions, including restitution payments to victims of crime.

2010 - 2011	=	\$11,293,848	2009 - 2010	=	\$8,711,962
2008 - 2009	=	\$8,692,845	2007 - 2008	=	\$8,762,021

TOTAL FUNDS COLLECTED

The **Billing/Deferral Unit** 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 fee amounts.

2010 - 2011	=	\$3,402,887	2009 - 2010	=	\$2,487,891
2008 - 2009	=	\$2,354,222	2007 - 2008	=	\$2,230,804

CHILD SUPPORT/SPOUSAL ORDERS OF ASSIGNMENT MAILINGS

Support Finance's responsibilities include processing Orders of Assignment. The Orders of Assignment are sent to the obligor's employer, who is required by law to withhold, modify, or terminate withholding support money from their employee's wages. The withholdings are directed to the Support Payment Clearinghouse, which distributes them to the obligee.

2010 - 2011	=	26,024	2009 - 2010	=	29,101
2008 - 2009	=	30,076	2007 - 2008	=	24,907

MONIES IN TRUST

The Office is responsible for holding 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.

Accounts established in the Trust Account - FY 10/11 = 5,533

Total amount of the accounts established - FY 10/11 = \$72,131,152

Funds released from Trust - FY 10/11 = \$67,673,777



MINUTE ENTRY ELECTRONIC DISTRIBUTION SYSTEM (MEEDS)

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

Attorneys enrolled in MEEDS = 21,522

Daily Average of MEs Distributed = 9,522 (Adult = 7,778 / Juvenile = 1,744)

MINUTE ENTRIES

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

Total Minute Entries Generated (MEs) - FY 10/11 = 598,641

Minute Entries (MEs):

Adult	=	523,374	Juvenile	=	75,267
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MEs eMailed for Distribution to attorneys, agencies, departments:

Adult	=	1,620,232	Juvenile	=	345,144
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MEs Printed for Distribution to self-represented parties:

Adult	=	324,193	Juvenile	=	92,271
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COURT HEARINGS COVERED BY COURTROOM CLERKS

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

Total Court Hearings Covered - FY 10/11 = 380,383

Adult	=	328,556	Juvenile	=	51,827
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ELECTRONIC DOCUMENT QUALITY CONTROL (EDM QC)

The EDM QC area is responsible to audit all electronic images. Electronic images are the paper documents the Office scans and converts to an electronic format and the electronic documents that law firms/parties send to the Office.

Scanned Documents Audited = 2,596,910

Electronic Filings Audited = 185,926

TEAMWORK

MAKING HISTORY HAPPEN TODAY



OTHER INTERESTING OFFICE STATISTICS

The Office processes an average of **\$639,184.12** in monies daily.

The Office has an average of **10,513** daily transactions in the Cash Management System.

The Office processes an average of **14,459** documents (for adult and juvenile court) daily.

An average of **37,210** pieces of paper (for adult and juvenile court) are filed with the Office daily.

The Office receives an average of **1,500** phone calls each day.

CUSTOMERS SERVED

The **Customer Service Center**, located in Downtown Phoenix, provides services for customers to obtain a marriage license, apply for a passport, and access court records.

Daily Average of Customers Served FY 10/11 = 2,700

Total Customers Served FY 10/11 = 647,459

The **Star Call Center** is responsible for answering and routing the Clerk of the Court's telephone calls.

Daily Average of Customers Served FY 10/11 = 1,000

Total Customers Assisted FY 10/11 = 261,000

DOCUMENTS AND SPACE SAVING

On January 1, 2007, the Office made a historic change in how it handles the enormous amount of documents it receives. Paper documents (approximately 12,000 daily at that time) were no longer placed into a hard copy file (adult cases only) and stored on a shelving unit in the fileroom. Instead, the paper documents received were scanned, audited, and disposed of after a series of quality checks. The electronic image (stored in an electronic repository) became considered as the official court record.

2,510,755 documents (consisting of **4,641** boxes) were disposed this year.

These disposals eliminated the need for approximately **165** shelving units of storage space.

PROCESS SERVER PROGRAM

In 2002, the Office began monitoring the certification of private process servers in Maricopa County. Among the responsibilities of this function are processing the applicants initial and renewal applications, administering tests to initial applicants, and maintaining the database of registered process servers.

190 process server applicants tested

71 process server application renewals processed



ARMSTRONG AND ALDRIN

In 1969, Neil Armstrong and Edwin “Buzz” Aldrin became the first two people to walk on the moon. This honor would not have been achieved without the incredible teamwork of many people with varying expertise from numerous areas all working together with the same goal. The right steps of each team member led to these first steps on the moon. This major **advancement** at the time demonstrates that a team with great focus can achieve a goal that is out of this world.



THE CLERK OF THE SUPERIOR COURT

Every area of the Clerk of the Court’s Office works together with the same focus of providing quality service that goes above and beyond for its customers. The steps of each team member are directed toward finding the course that requires the least amount of steps for its customers to take. In addition, the Office continually looks at how it can step forward to launch new improvements and **advance** its service efforts.



“Teamwork divides the task and multiplies the success.”

- *Unknown Author*

TEAMWORK

MAKING HISTORY HAPPEN TODAY



ADVANCING WITH THE TIMES

A look at the latest projects

NEW SOUTH COURT TOWER OPEN FEBRUARY 2012

HISTORY: In 2007, the Maricopa County Board of Supervisors approved the construction of a new South Court Tower in Downtown Phoenix. The \$340 million facility is built on the southwest corner of Madison and First avenues. The courthouse is designed to improve efficiency and meet the rapidly growing needs of the justice system.

FUTURE: The building ushers in the future for the court. It includes the following Clerk of the Court functions: criminal file counters, RCC/EDC processing, evidence storage, and criminal courtroom clerks. The building also includes 22 criminal courtrooms, a jury assembly room, staffing space for Superior Court, Adult Probation, County Attorney, and Public Defender, as well as secured holding cells. The South Court Tower is an energy efficient building with LEED designation. An additional 10 courtrooms and support space are planned for the future. The new court tower was dedicated on February 14, 2012, the day of Arizona's 100-Year Anniversary of Statehood. More information about the project is available at: <http://www.maricopa.gov/courttower/>

PLAN FOR MAJOR REMODELING OF OFFICES IS IN THE WORKS

HISTORY: The Office has been working with the County Facilities Management Department to remodel the Clerk's office space in the Central and West Court buildings. After more than 30 years of the Office occupying these areas, the space will be redesigned to better accommodate customers, increase efficiencies, streamline operations, and improve overall working conditions. Several areas will be impacted by the remodeling work including the filing counters, courtroom clerks, docket, distribution, electronic document management, and financial services staff, among others. During the remodeling process, many of these functions will temporarily relocate to the County's swing space; however, the Civil and Family Court filing counters will consolidate and remain in the Central Court Building during construction.

FUTURE: Construction begins in March 2012 with an expected completion date of April 2013. When completed, the Office will continue to occupy the existing space as well as expand into the area currently occupied by Jury Assembly on the first floor of the West Court Building.

MARRIAGE EVENT FOR ARIZONA'S CENTENNIAL/VALENTINE'S DAY

HISTORY: On Feb. 14, 2012, not only is it Valentine's Day, but Arizona celebrates its 100th anniversary of statehood.

FUTURE: In celebration of Arizona's Statehood Centennial, the Arizona Clerks of the Court and Arizona Supreme Court co-hosted a centennial marriage event on the grounds of the Arizona Courts Building, adjacent to Wesley Bolin Plaza at the State Capitol on Feb. 14, 2012. Unmarried couples who met Arizona's statutory requirements had the opportunity to be married by the Chief Justice of the Supreme Court.



South Court Tower



RAND AND MCNALLY

After working together for 10 years in a print shop, in 1868, William H. Rand and Andrew McNally formed Rand, McNally & Co. They managed the print shop for the Chicago Tribune. In 1872, the two published their first map. Eight years later, the two men were the largest mapmakers in the U.S. In a short matter of time, through innovation, expertise, and superb teamwork, the pair rose to the top of their field in providing **assistance** to people. Today, the company is still recognized as a leader in mapping and other products.



THE CLERK OF THE SUPERIOR COURT

The Clerk's Office intently works as a team to provide the road map of service success to its customers. The Office desires to lead the way in going the extra mile to **assist** customers and provide roads of service that are well-marked to ensure the customer's journey in the Office is a pleasant experience.



“There is no more noble occupation in the world than to assist another human being – to help someone succeed.”

- Alan Loy McGinnis, American author, corporate consultant, and national speaker
(1933 – 2005)

TEAMWORK

MAKING HISTORY HAPPEN TODAY



HERE TO SERVE AND ASSIST

Customer Services

Central Court Building , 201 W. Jefferson Street (Phoenix).....	602.506.3360
Customer Service Center , 601 W. Jackson Street (Phoenix)	602.506.3360
Family Court Services	602.506.3762
Automated Support Line	602.506.1900
Northeast Regional Center , 18380 N. 40th St. (Phoenix)	602.372.7720
Northwest Regional Center , 14264 W. Tierra Buena (Surprise)	602.372.6530
Old Courthouse , (Probate Counter) 125 W. Washington (Phoenix)	602.506.3763
Southeast Regional Facility , 222 E. Javelina Avenue (Mesa).....	602.506.2127

Juvenile Court Services

Southeast Facility , 1810 South Lewis (Mesa)	602.506.2850
Durango Facility , 3131 West Durango (Phoenix)	602.506.4041

Marriage Licenses & Passport Applications

Customer Service Center , 601 W. Jackson (Phoenix)	602.506.7400
Northeast Regional Center , 18380 N. 40th St. (Phoenix)	602.372.7720
Northwest Regional Center , 14264 Tierra Buena (Surprise).....	602.372.6530
Southeast Facility , 222 E. Javelina Avenue (Mesa).....	602.506.2125

Marriage Licenses - Justice Courts

Agua Fria , 9550 W. Van Buren, (Tolleson)	623.936.1449
Estrella Mountain , 21749 W. Yuma, (Buckeye)	623.386.4822
Hassayampa , 155 N. Tegner, Ste. D, (Wickenburg) (Fri. only).....	602.506.1554
Ironwood , 209 E. Pima, (Gila Bend)	602.506.1589
Maryvale , 4622 W. Indian School #10, (Phoenix)	623.245.0432

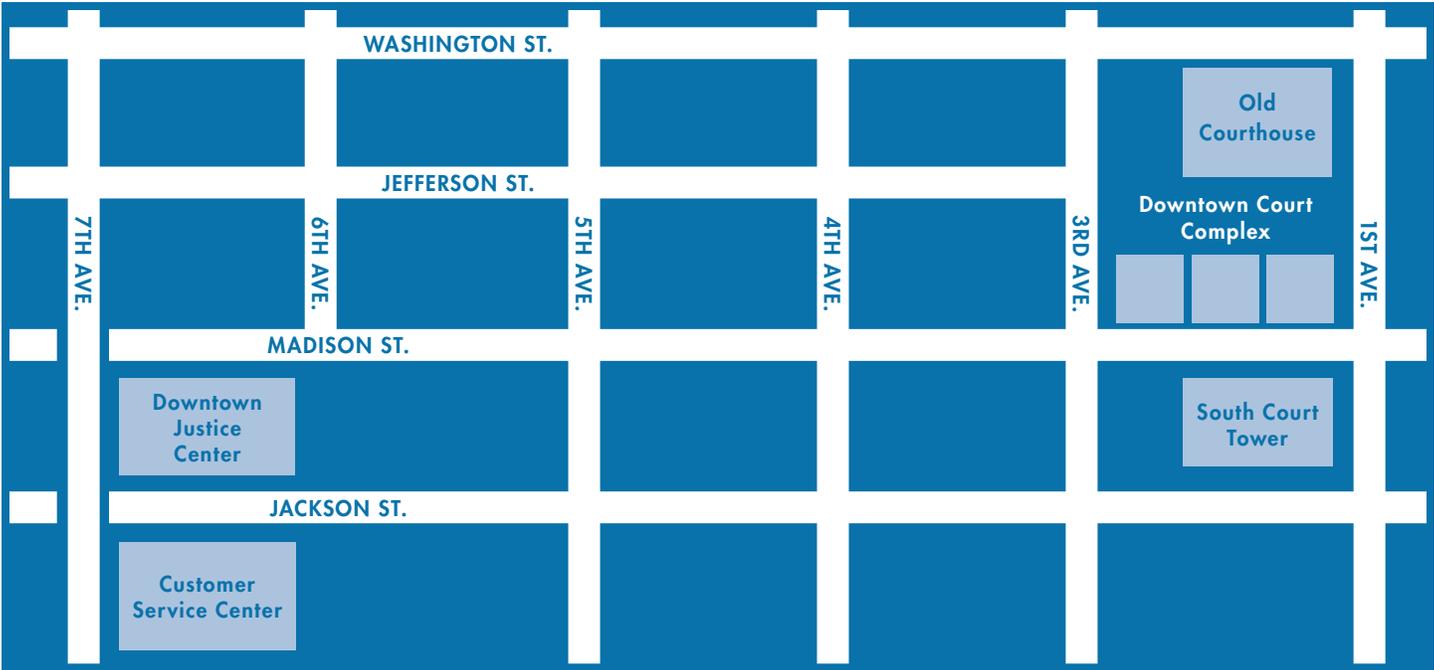
Marriage License Only - City Court

Youngtown City Court , 2033 Alabama Ave.....	623-972-8226
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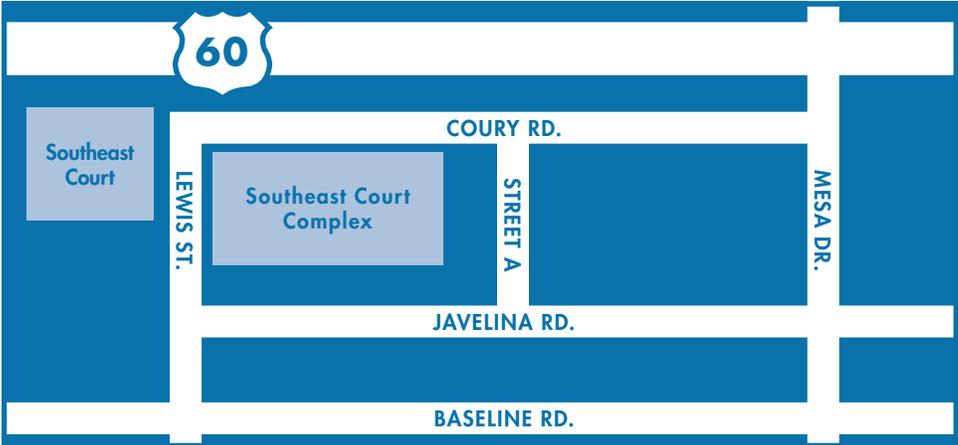
Other Services

Support Payment History	602.506.7444
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DOWNTOWN PHOENIX LOCATIONS



SOUTHEAST OFFICE LOCATIONS



NORTHEAST OFFICE



DURANGO JUVENILE OFFICE



NORTHWEST OFFICE





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WWW.CLERKOF COURT.MARICOPA.GOV