

2016-2017  
**Annual Report**

# *A Warm Service Climate*

**Going the extra mile ...  
with a smile**



*Michael K. Jeanes*

**Clerk of the Superior Court | Maricopa County**

# *A Warm Service Climate*

**Going the extra mile ...  
with a smile**

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**2016 - 2017  
Annual Report**



Michael K. Jeanes

## Welcome to our Office

Hello and welcome to the Office of the Clerk of the Superior Court in Maricopa County, Arizona. I am pleased to present to you our **2016 - 2017 Annual Report**. Thank you for taking time to view our publication. It is designed to provide a summary of the achievements we made this past fiscal year, display our yearly statistics, and offer an overview of our leadership, organizational structure, office locations, and other information that will help you have a better understanding of our organization.

Our office strives to provide high quality, professional, informative service in a timely manner, but we also believe that it is just as important to do so in friendly, courteous fashion. This report is intended to convey some of our efforts to "go the extra mile...with a smile."

Other goals of our office are to be technologically-advanced, fiscally-responsible, innovative, and have a vision for the future needs of our customers. While these efforts have netted us several national awards over the past few years, we are always looking to continually improve and invite you to contact us to let us know how we can do better.

I hope you enjoy your journey viewing this report. I am very proud of our staff and what we accomplished.

Sincerely,

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

## Michael K. Jeanes' Bio

Michael K. Jeanes was first 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 of the Court, 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 is strongly committed to providing quality customer service. Through the years, he has implemented numerous initiatives to increase the efficiency and speed of service within the Clerk of the Court's Office. In addition, he personally teaches a customer service course to the new staff members and meets monthly with employees to listen to their ideas about the Office. His dedication to serve is also reflected in his many past and present community and professional involvements, which extend to membership and leadership roles in several local, state, and national organizations.

Michael was born in Chicago, IL, but has lived most of his life in Maricopa County. He 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 in Tempe, AZ.

Michael and his wife have three children.

# Executive Management Team



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



**Nancy Rodriguez**  
Deputy Director



**Lois Rees**  
Deputy Director



**Chris Kelly**  
Chief Deputy

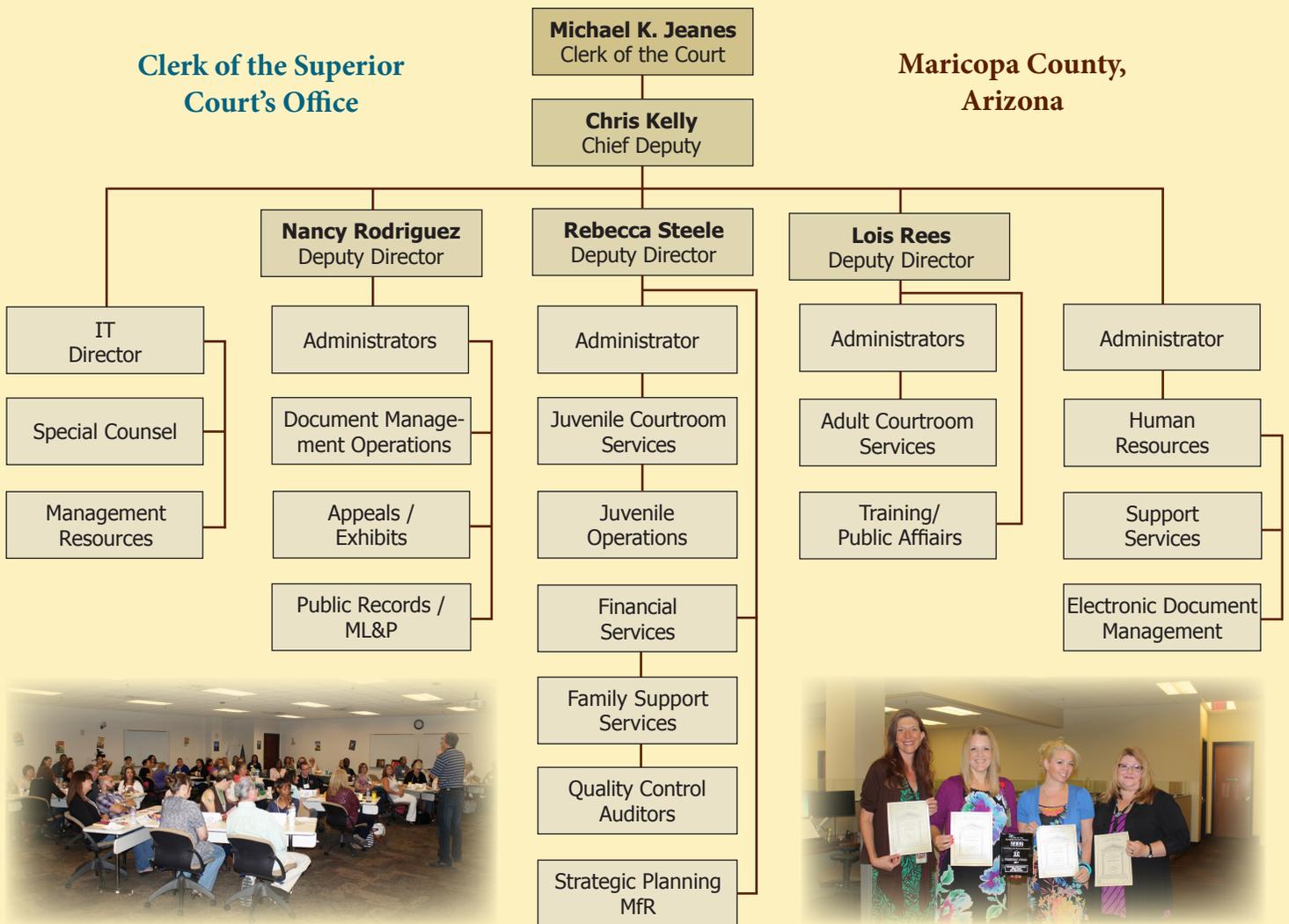


**Rebecca Steele**  
Deputy Director

# *Executive Management Team*



# Organizational Structure



## An 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, juvenile, and family court matters; 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.

The Office's **Mission** 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 Office's **Vision** is to be the most technologically-advanced organization, focused on delivering outstanding customer and employee satisfaction in every aspect of operations.

# Scenes and Views

## Efficiency



**PAST SCENE** - In 2003, the Office implemented eFiling through a pilot project that allowed participating parties to electronically file case documents for Civil Complex litigation cases rather than physically file them at the filing counters. Through the years, the eFiling program expanded to provide the ability for all adult case types (except Probate) to be eFiled.

**TODAY'S VIEW** - This year, eFiled documents continued to rise as **800,435** were received by the Office compared to 714,596 last year. Specifically, there were 199,536 Civil eFilings, 446,015 in Criminal, 150,876 in Family Court, and 4,008 in Tax this year. eFiling permits judges, parties, and the public (where permissible) to view a case simultaneously and increases the speed and efficiency of case processing.

### Going the extra mile ... with a smile



Human Resources

## Progress

**PAST SCENE - The Electronic Court Record (ECR)** - In 1997, the Office began creating an electronic court record when it started scanning the paper documents received in Probate. The initiative provided numerous benefits including easier retrieval of documents and the ability for multiple users to view a document. Through the years, scanning has expanded to all adult case types and marriage licenses, and more recently to juvenile case types.

**TODAY'S VIEW** - More than **4.8 million** documents were added to the repository this year. Currently, the repository contains over **60 million** documents. **Sixty-four** government agencies have been granted access to electronic documents in the repository.

## Improvement

**PAST SCENE** - In the past, subsequent (non-initiating) documents for Juvenile (JV) case hearings were only filed at the Old Courthouse.

**TODAY'S VIEW** - To increase efficiency and add convenience, the Office began accepting JV case subsequent filings at the Central Court Building File Counter as well. The change improves the handling of approximately 2,400 juvenile documents each month and provides additional filing locations for attorneys. All juvenile cases, including dependencies, continue to only be initiated at the Durango Juvenile and Southeast Juvenile facilities.



The Clerk of the Court's Office processes an average of **14,890** documents daily.

# Scenes and Views

## Success



**PAST SCENE** - In 2014, the Office initiated a massive effort to convert **15.6 million pages of paper court documents** in older adult case types (Family, Criminal, Civil, Juvenile, and Tax) into the electronic court record (ECR). The effort was called **Pre-2002 Adult Case Record Imaging Project**. In 2015, the project was expanded to include adult Mental Health and Probate case records.

**TODAY'S VIEW** - The project was completed on schedule this year and resulted in the creation of one of the nation's largest Superior Court ECRs with 60 million images. In addition, the project helped eliminate almost **8,500 square feet** of file shelving units. The conversion improves the long-term storage and physical space strategy for the Office's growth, provides faster access to the records, and improves security of the records.



**SPECIAL NOTE:** The Office received **national recognition** for this project by receiving an Achievement Award from the National Association of Counties (NACo) for being a program that was innovative, enhanced service, and increased 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 **37,001** pieces of paper are filed with the Office daily.

## Extend

**PAST SCENE** - In 2015, the Marriage Licenses & Passports Office in Downtown Phoenix opened its doors on select Saturdays to extend the hours of service for customers.

**TODAY'S VIEW** - Saturday service was offered five times this year to accommodate customers with passport or marriage license needs. On those days, **548 passport applications** were processed, **31 marriage licenses** were issued, and **1,434 certified copies** of marriage licenses were printed and mailed to customers.

## Achievement

**PAST SCENE** - In 1996, the Office's Billing and Deferral Unit began participating in Arizona's Tax Intercept Program that collects monies owed to the court through intercepting the tax returns from non-compliant individuals.

**TODAY'S VIEW** - In 2016, the Unit finished first in Arizona among the various participating court agencies in collections program. In total, the Unit collected **\$1,772,366**.



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# Scenes and Views

## Persist

**PAST SCENE** - Several years ago, the Office launched a program called "Victim Locate" (VL) to find the victims of crime who were not receiving their court-ordered restitution. The VL staff uses multiple sources and contacts to locate the victims whose information was either missing or outdated, often times due to an unreported change of address.

**TODAY'S VIEW** - Currently, the Office has issued a total **6,619 checks** to victims who were located resulting in the disbursement of nearly **\$1.7 million**. This past year, one victim owed \$6,500 from a 1992 case and another victim owed \$11,000 from a 1994 case were located.

## Determine

**PAST SCENE** - In 1999, the Office collaborated with the Treasurer, Assessor and Recorder to form the STAR Call Center to answer each agency's customer phone calls. Over the past six years, the Call Center answered and routed more than 1.5 million phone calls for the Clerk's Office alone.

**TODAY'S VIEW** - Two years ago, the Office moved to a new phone system. After a successful experience with the new and improved system, designated Call Center staff were brought into the Office's current operation to streamline incoming calls. The staff transfer is more cost-effective and enhances the monitoring of phone calls.

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## Expand

**PAST SCENE:** At the beginning of 2017, the Superior Court held a grand opening event for a new Law Library Resource Center (LLRC) that was designed to provide services to those in need of legal information and assistance with court matters. It offers a wide array of court forms and instructions. As part of the newly-created LLRC, the Clerk's Office opened a file counter window for patrons to file protective orders as well as conduct other filings.

**TODAY'S VIEW** - In the first six months of operation, the number of patrons continues to increase. The new file counter had 406 transactions in January, which almost doubled to 802 in March, and then jumped to 1,020 in June. The counter is a one-stop shop for customers with Family Court filings.



## Convenience

**PAST SCENE** - In 2007, the ECR Online program was implemented to provide a secure and convenient method for attorneys and self-represented parties to register and view case documents from their personal computer rather than visit the Office.

**TODAY'S VIEW** - There are **23,244** attorney's and **44,919** self represented - In litigants active in ECR Online.

The Office receives an average of more than **30,000** phone calls per month.

# Scenes and Views

## Enhance

**PAST SCENE** - Certified copies of court documents are required for various needs. Customers requiring certified documents must visit the Office to make their request. The document is then printed to paper and certified with the application of a certification stamp, handwritten signature, and raised seal. In 2013, the Office successfully implemented a pilot program with the Attorney General's Office that allows the agency to receive an electronic certification of a document that attests to the document's authenticity. In 2014, the program expanded to the Maricopa County Attorney Office's Asset Recovery Bureau and Civil Division.

**TODAY'S VIEW** - The Office is currently working to expand the functionality of eCertification to all customers beginning with marriage license copies within this strategic plan period (2017 - 2019). This service will offer greater convenience and efficiency.



**Recognition** - On two occasions, Maricopa County honored a total of five Clerk employees for their 30 years of service. Pictured above are two of the honored staff members (holding the plaques) along with supportive executive team members.

As of  
12/31/16, the  
total actions filed  
with the Office since  
its creation in 1871 is  
**4,823,653.**  
(excluding juvenile  
cases, the Water case,  
and marriage  
licenses).

## Develop



**PAST SCENE** - Several years ago, the Office created a two-day program for all newly hired employees to participate in that provided pertinent information for them to know about the Office, the Court and County, and their job.

**TODAY'S VIEW** - This year, to further expand on providing a successful transition for newly hired employees, the Office developed an extensive onboarding program that further helps new staff have the tools, support, and additional knowledge needed. The 90-day initiative is designed to increase employee engagement and productivity and reduce turnover.

**Honoring** - Senior Quality Assurance Analyst Appachu Ballachanda was selected as the Office's first **Employee of the Year** (EoY). Honorees are first nominated by other Clerk staff members for an Employee of the Quarter Award. An EoY winner is then selected from the EoQ honorees. Ballachanda works in the Information Technology Group and has made significant contributions on many technical projects.



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# News Glimmers

## Finance FY 16/17

- ◆ The Office's operating budget – **\$39,186,168**.
- ◆ The Office processed an average of **\$572,198** in monies daily.
- ◆ The Office averaged **9,424** transactions through the Cash Management System daily.
- ◆ **687,016** receipts were created in the Receipting System totalling **\$139,284,002.12**.
- ◆ Since fiscal year (FY) 2008, the Office has reduced its budget as well as voluntarily restrained spending by **\$8.2 million**. In total, when combined with previous budget reductions, special revenue funds sweeps, and positive year-end variances, the Office has provided **\$13.5 million** of relief to the County General Fund over the past nine years. This has been possible due to careful budgeting and managing, technology advancements, process improvements, and training initiatives.

## Service

- ◆ To provide a more convenient location for the public, the Office moved its external filing depository box at the Southeast Court, 222 E. Javelina in Mesa, from the north side of the facility to the south side. The external filing box is available for customers to file documents 24 hours-a-day, seven days-a-week.
- ◆ An automated **customer management system** that provides a more efficient process for customers to be served was installed at the Northwest Office in Surprise. The system alleviates customers having to stand in line before being served. The system is already in use at the Downtown filing counters, Customer Service Center's Marriage Licenses and Passports Office, and the Southeast Marriage Licenses, Passports, and Public Records Office.
- ◆ To contact the Clerk of the Court's Office by phone, customers may call **(602) 37-CLERK (602-372-5375)**, which is a newer all-purpose number that allows the public to contact most areas of the Office.

### Going the extra mile ... with a smile

- ◆ A link was added to Office's homepage that provides **ADA compliance** information for those who may need this assistance.
- ◆ Customers who have questions or need information via email, may send their inquiries to: [cocustomerrelations@mail.maricopa.gov](mailto:cocustomerrelations@mail.maricopa.gov).



## Events

- ◆ Each year, the Office assists with Superior Court's **National Adoption Day Event**. This year's event resulted in the adoption of **264 children**.
- ◆ For the past seven 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 an event where organizations, agencies, and governments come together across the nation to focus on veteran services. This year, the Court heard **232 cases** involving veterans. In addition, the Office's Criminal Financial Obligations Unit completed **175 requests** for financial balances in preparation for court appearances.
- ◆ On Feb. 14 (Valentine's Day), the Office experienced the highest daily record in the issuance of marriage licenses when Valentine's Day falls on a Tuesday. A total of **129 couples** purchased a license. The previous Tuesday Valentine's Day record was 118 in 2012. The all-time Valentine's Day record is 221, which occurred on a Friday in 2014.
- ◆ This year, Clerk staff donated **\$2,964** to the County's Combined Charitable Campaign, plus **141** pairs of socks to the homeless and **146** new toys for children in need during the holidays.
- ◆ Maricopa County held a dedication ceremony this year for the new Southwest Regional Justice Court in Avondale. Initially, the new facility houses four justice courts. Future plans may include the Superior Court, **Clerk of the Court**, and other justice agencies to fill the building.

## Resources

- ◆ The Office **Facebook** page, named "Clerk of Superior Court in Maricopa County," provides timely information, such as procedure changes, office closures, new initiatives, and system updates.
- ◆ **The Twitter** feed named "@MaricopaClerk" provides up-to-date Office information.
- ◆ **The Brief** is a monthly e-publication that provides Office information for the legal community. To subscribe, send an email to [cocustomerrelations@mail.maricopa.gov](mailto:cocustomerrelations@mail.maricopa.gov).
- ◆ The **2017 - 2019 Strategic Plan** was published in June 2016 and provides the Office's strategic direction for the following three years, outlines the significant goals, identifies the issues facing the organization and the measures that will be taken to issues. The Plan is available on the website.
- ◆ The **Case History Index** provides statistical and historical information about the cases the Office has handled since 1871. It is available on the website.

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with a smile**



# Results

## New Cases Filed

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

<b>Civil</b>	<b>16/17 - 27,898</b>
	15/16 - 26,710
	14/15 - 29,075

<b>Family</b>	<b>16/17 - 36,943</b>
	15/16 - 35,949
	14/15 - 34,502

<b>Criminal</b>	<b>16/17 - 53,981</b>
	15/16 - 53,292
	14/15 - 51,804

<b>Juvenile</b>	<b>16/17 - 18,534</b>
	15/16 - 19,029
	14/15 - 17,035

<b>Tax</b>	<b>16/17 - 659</b>
	15/16 - 958
	14/15 - 1,232

<b>Probate/ Mental Health</b>	<b>16/17 - 14,618</b>
	15/16 - 13,358
	14/15 - 12,798

**Total New Case Filings - 16/17 = 152,633**

## 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.

<b>External</b>	<b>16/17 - 29,609</b>
	15/16 - 36,690
	14/15 - 26,162

<b>Internal</b>	<b>16/17 - 56,578</b>
	15/16 - 60,562
	14/15 - 83,613

**Total Alternative Filings  
- 16/17 = 86,187**

# Results

## Minute Entries (MEs)

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

<b>Adult</b>	<b>16/17 - 515,584</b>
	15/16 - 536,856
	14/15 - 553,305

MEs created

<b>Juvenile</b>	<b>16/17 - 90,234</b>
	15/16 - 93,289
	14/15 - 91,610

<b>Adult</b>	<b>16/17 - 1,315,848</b>
	15/16 - 1,439,760
	14/15 - 1,465,459

MEs emailed for distribution to attorneys, agencies, departments

<b>Juvenile</b>	<b>16/17 - 469,883</b>
	15/16 - 514,376
	14/15 - 484,825

<b>Adult</b>	<b>16/17 - 242,667</b>
	15/16 - 255,793
	14/15 - 263,091

MEs printed for distribution to self-represented parties

<b>Juvenile</b>	<b>16/17 - 58,043</b>
	15/16 - 62,576
	14/15 - 68,361

**Total Minute Entries Created - 16/17 = 605,818**

**Average MEs Distributed Daily = 8,345**

## Dispositions Reported

The disposition is the outcome of a criminal case and it is reported to the Department of Public Safety (DPS) to update criminal history.

<b>Dispositions Reported to DPS</b>	<b>16/17 - 52,149</b>
	15/16 - 62,587
	14/15 - 52,967

## Space Savings

In 2007, the Office began scanning the paper documents it receives and stored the digital images in an electronic repository instead of creating hard copy files for the paper documents that are stored on shelving units.

**Result 1:**  
425 shelving units removed

**Result 2:**  
3.6 million documents disposed of

# Results

## Marriage Licenses (MLs) & Passport Applications

License Services issues marriage licenses and also acts as an acceptance agent for passport applications.

### MLs

16/17 - 23,507

15/16 - 20,581

14/15 - 21,701

### Passports

16/17 - 59,100

15/16 - 50,374

14/15 - 49,209

## Recording Services

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

### MLs Recorded

16/17 - 24,479

15/16 - 24,777

14/15 - 24,464

### Certified ML Copies

16/17 - 18,806

15/16 - 19,489

14/15 - 20,720

## 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.

### Adult

16/17 - 247,409

15/16 - 267,560

14/15 - 209,243

### Juvenile

16/17 - 29,072

15/16 - 29,092

14/15 - 20,242

# Results

## Criminal Financial Obligations (CFO)

CFO disburses all court-ordered financial sanctions, including restitution payments to victims of crime.

### Monies Disbursed

16/17 - \$12,350,829

15/16 - \$9,285,537

14/15 - \$8,635,633

## Family Support Services (FSS)

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

### Withholding Order Mailings

16/17 - 22,356

15/16 - 23,677

14/15 - 24,815

## 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.

### Receivables Collected

16/17 - \$3,861,712

15/16 - \$3,793,028

14/15 - \$3,476,526

## 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.

### Funds Released

16/17 - \$48,078,485

15/16 - \$35,075,683

14/15 - \$32,630,629

### Accounts Established

16/17 - 5,369

15/16 - 4,683

14/15 - 4,717

## Trust Accounts

### Total Amount Established

16/17 - \$64,129,668

15/16 - \$53,612,576

14/15 - \$32,956,790

# Statistics

## Appeals Filed

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

FY 16/17  
Adult  
**1,196**

FY 16/17  
Juvenile  
**663**

## Process Server

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

FY 16/17  
Applicants  
Tested  
**79**

FY 16/17  
Application  
Renewals  
**126**

## 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.

Maintains  
**90,099**  
claims  
related to  
case.

Case currently  
consists of **552**  
volumes and  
**9,659**  
documents

## Documents Audited

For quality purposes, the Office audits electronic images that are scanned and converted to an electronic format.

FY 16/17  
Electronic  
Documents  
Audited  
(Adult Only)  
**79,361**

FY 16/17  
Scanned  
Documents  
Audited  
(Adult & Juvenile)  
**953,266**

\*\*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.

## Public Access Terminals

The Office provides public access terminals for the public to view the electronic court record from certain cases dating back to 1994 and all Adult cases from 2002 forward.

**38**  
terminals  
available

Located at  
• Northeast  
• Northwest  
• Southeast  
• Customer Service  
Center



# *A Look Back*

## **25 Years Ago (from the 1990/1991 Annual Report)**



The Office's Filing Window in 2002 prior to its permanent closing.

The Office received an award from the National Association of Counties (NACo) for its implementation of an extended hours filing window that offered filing services past the normal 8 a.m. - 5 p.m. business hours. The file window provided customers the opportunity to access filing services from 6 p.m. to midnight each weekday. The Filing Window permanently closed in 2002 after the Office implemented new 24-Hour, seven-days-a-week external filing boxes at various office locations.

## **20 Years Ago (from the 1996/1997 Annual Report)**

Throughout the year, the Office introduced several features to its newly-created website such as court forms, court fees, and case history information. Since that time, the Office has won several national awards for its website. The website address is [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov).

## **15 Years Ago (from the 2001/2002 Annual Report)**

The Superior Court opened the 25,000 square-foot Northwest Regional Court Center, located in Surprise, to make court services more accessible to Northwest Valley residents. Within the new facility, the Office opened a filing counter for Probate, Civil, and Family Court cases. Today, besides filing service, the Office offers Marriage License and Passport service. Last fiscal year, the filing counter was remodeled to better accommodate customers as the number of people utilizing the Clerk's services has greatly increased.



The Office's Northwest Filing Counter as it appears today.

## **10 Years Ago (from the 2006/2007 Annual Report)**

One of the most historic days in the Office's history occurred on January 1, 2007 when the paper documents the Office received were no longer placed in a hard copy file and stored on shelving units. Instead the paper documents were scanned to convert them into an electronic document. The electronic court record (ECR) became the official court record and the public was able to view the ECR through public access terminals that were installed that year at four locations.



# *A Look Ahead*

## **Focused On A New Financial System**

One of the Office's biggest initiatives is upgrading 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 billing systems. In 2010, a new Receipting System was developed. In 2012, the RevQ Billing System was upgraded. In 2015, development of the business requirements for a new RFR and General Ledger were completed. The new GL and Trust system is targeted for 2017. In 2018, the new RFR system is targeted for implementation.

## **Expanding eFiling**

During the years of 2013 to 2016, the Office experienced a 46% increase in eFiled documents due to expansion in Civil, Criminal and Family Court cases. In 2017, efforts began to implement eFiling for Juvenile case filings, targeting a go live date of March 2018. It is estimated this effort will increase annual eFile document volumes by 158,000. Additionally, to address the growing need for customers to file their documents electronically, the Office is working with the Administrative Office of Courts and the Superior Court to expand access to eFiling services to make it even more convenient and accessible.

## **Expanding Access To The Electronic Court Record (ECR)**

Creating a complete Electronic Court Record (ECR) is a high priority for the Office. Access to court records will be further increased with the latest phase of scanning inactive paper case records. Our current ECR houses more than 216 million pages. The next phase includes scanning more than 10 million pages of inactive juvenile case records and almost 2.6 million pages of adult and juvenile sealed documents into the ECR. It is estimated that this work will be completed by mid-2018, and will result in one of the nation's largest, most comprehensive electronic court records.

## **Expanding Payment Options**

A major initiative of the Office is to investigate systems that allow customers to make their payments online through the Clerk of the Court's website. This option will provide customers further convenience and the ability to make payments outside of the normal business hours using a credit card. Currently, payments to the Office are made in at the filing counter, through mail, across judicial-partner agencies, and over the phone.

# Sun setting on remarkable career



**Michael K. Jeanes is saying farewell after 37 years of public service for Maricopa County, 20 of which were as the Clerk of the Superior Court**

**Announced his retirement is set for February 2018.**



## **PUBLIC SERVICE CAREER**

Michael Jeanes began service with Maricopa County in 1980 as an intern for the Office of Management Analysis. His strong work ethic quickly impressed those in the office and it led him to accepting a full-time position with that office where he served as a management analyst/project manager. He continued to shine and was offered a position as a management analyst for Superior Court. After two years, the word was out about his talents and so the newly elected Clerk of the Court Judith Allen hired him to be the senior administrator for the Clerk of the Superior Court's Office. In time he was promoted to associate clerk. He served in this position for several years until 1997 when the Clerk resigned to pursue a job in the private sector. The Arizona Governor officially appointed him to serve the remainder of the Clerk's term. In 1998, he was elected to Office by the Maricopa County voters. Since then, the voters continued to show their approval of his leadership and re-elected him in 2002, 2006 2010, and 2014.



Michael and family in 1999 after he was sworn into Office.

## **STRIVING TO PROVIDE SUPERIOR SERVICE**

During the past 20 years as the Clerk of the Superior Court, Michael has worked hard for the Office to realize the "superior" part of its name. Michael has been a strong advocate of superior customer service. A few examples that demonstrate his commitment to superior service are:



Michael at press conference with the county attorney announcing reaching \$1 million mark in disbursement of funds to victims of crime.

- His greatest undertaking was the implementation of the Electronic Court Record (ECR), which allows court records to be available immediately and simultaneously, customers can eFile documents, processes are much more efficient, and less paper and storage are needed. The Office's electronic repository of court records is one of the largest in the nation.
- Other accomplishments include ( in collaboration with the County) opening the Customer Service Center to provide service convenience; automating the entire minute entry process, creating measures to help crime victims receive court-ordered restitution; installing filing depository boxes to allow customers to file documents anytime, offering free on-line court forms; and enhancing many communications efforts.

## **NATIONAL RECOGNITION**

As Clerk, Michael and his Office have received many awards including several from the National Association of Counties (NACo) and Arizona Association of Counties for implementing innovative programs; Best Government Service Awards three different times; the best county government publication for his annual report; honored with various other publication and website awards; and received awards for his fiscal management from Maricopa County. In 2007, Michael was selected as the recipient of the Supreme Court's prestigious "Administrative Director's Administration of Justice Award."



Michael receiving a distinguished award from the Arizona Supreme Court.

## **DEDICATED TO SERVE**

Michael's strong leadership and commitment to serve went beyond the Office. He served in numerous state and national organizations including the president of the Arizona Association of Counties and of the Arizona Clerks Association. He also served many years on NACo's Board of Directors. He was appointed by the Governor to the Information Technology Authorization Commission and the Arizona Supreme Court Chief Justice appointed him to the Arizona Judicial Council.



## **ALWAYS LOOKING TO IMPROVE**

Michael often says "the biggest room in the world is the room for improvement." During his 37 years with Maricopa County, he made many improvements....from his days as an intern to his present position as the Clerk .... and now because of his superior service, that room for improvement is not quite as big.



Michael celebrating the very first eFiled document.

# Locations



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

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

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

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

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

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

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

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

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

**Customer Service Center**  
601 W. Jackson  
Phoenix, AZ 85003

*Thank you  
for viewing the  
Clerk of the Superior Court's*

**2016 - 2017  
ANNUAL REPORT**



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