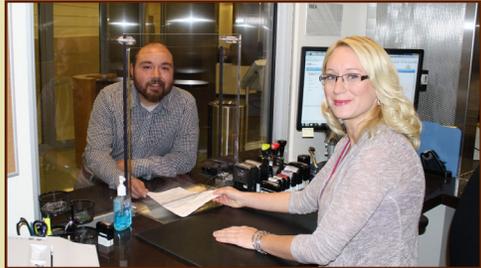




## LEADERSHIP



## SERVICE



## STRATEGY



## TEAMWORK



## ACHIEVEMENT

# Michael K. Jeanes

## 2013



## 2014

### Clerk of the Superior Court, Maricopa County, AZ

# ANNUAL REPORT

## A commitment to service

**G**reetings from the Clerk of the Superior Court's Office. On behalf of our staff, I am pleased to present our **2013 - 2014 Annual Report**. It provides an overview of our achievements, leadership, organization, initiatives, and statistics, as well as other information to help you become more familiar with who we are and what we do.

I am proud to be a part of this organization and serve with a staff who demonstrates a strong commitment to providing excellent customer service everyday. Customer service is a top priority for us and we are continually looking at ways to improve. This report will detail some of our successes toward this pursuit of service excellence.

The Office of Clerk itself has a long existence. It is one of oldest public servants in history. In America, it was one of the first forms of local government the early colonists established. Today, we strive to continue to make history by being an organization that is recognized for its effectiveness, innovation, quality service, and vision for the future.

In addition, we want to be known for simply having the most friendly staff in the county. Having employees who offer assistance in a positive, professional, and pleasant manner is an emphasis.

I hope you enjoy viewing this report. I am proud of what we achieved. I am also honored to serve in an Office that has played such a valuable role in history and fulfills many vital functions in our community today.

Sincerely,

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

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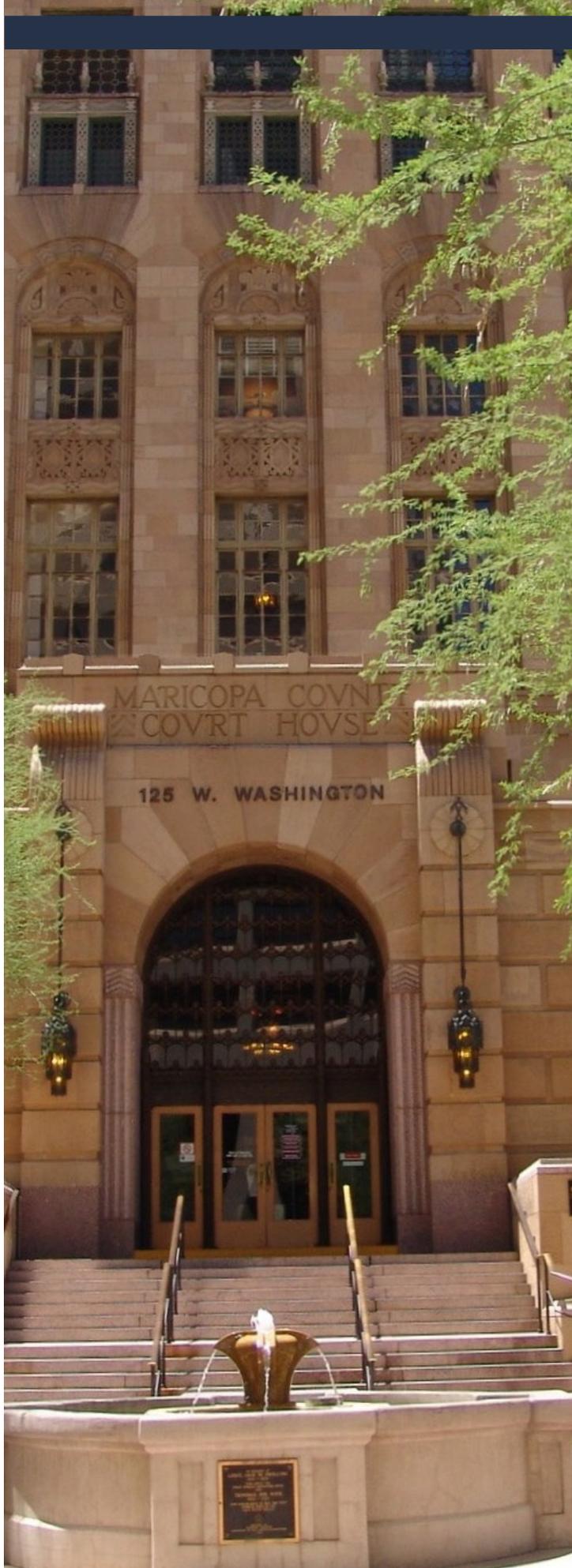
## Additional Information

For more information,  
visit our website at

[www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)

or email us at

[cocustomerrelations@mail.maricopa.gov](mailto:cocustomerrelations@mail.maricopa.gov)



# The Clerk



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

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

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

# Office Overview

## The Office's Function

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

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

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Michael Jeanes and his staff are dedicated to providing quality customer service, being innovative, user-friendly, and fiscally responsible.

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## The Office Today

Currently, the most significant undertaking for the Office is the implementation of the Electronic Court Record. Achievements toward this goal are mentioned in this report. During the past several years, the Office and staff have received national and statewide recognition for their achievements.

Among the offices and agencies the Office interacts with are: Attorney General, County Attorney, County Board of Supervisors, County Sheriff, Department of Corrections, Department of Economic Security, Department of Public Safety, Legislature, probation and parole departments, Public Defense Services, the federal courts, Arizona Supreme Court, Court of Appeals, Superior Court, and several other county courts and justice agencies.

# Executive Management Team



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



**Chris Kelly**  
Chief Deputy



**Cathy Clarich**  
Deputy Director



**Nancy Rodriguez**  
Deputy Director



**Becky Magana**  
Deputy Director

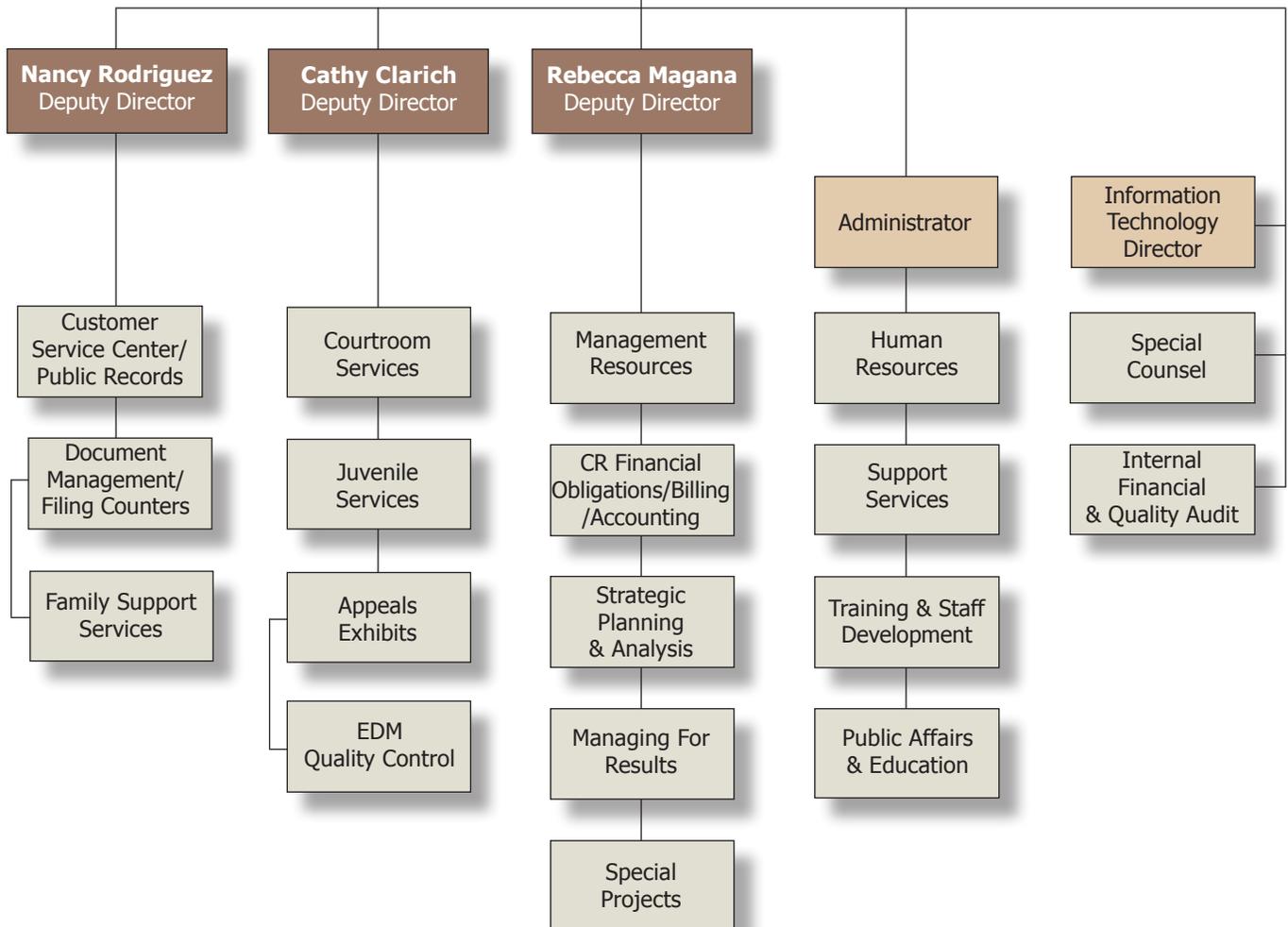
# Organizational Structure

Clerk of the Superior  
Court's Office,  
Maricopa County, AZ

**Michael K. Jeanes**  
Clerk of the Court

2013 - 2014

**Chris Kelly**  
Chief Deputy



## MISSION

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

## New Office Look

A remodeling project of the Southeast Juvenile Office (SEJ) was completed this year. Three secured American with Disabilities Act (ADA) filing counters were installed, work stations were standardized, improved seating for the public was implemented, an easier-to-identify entrance was created, and greater utilization of the work space was achieved. The remodeling of the space was initiated to better support the new processes brought about by Juvenile's transition to the Electronic Court Record from paper. SEJ is located at 1810 S. Lewis Rd. in Mesa.



# Accomplishments

## Say "Hello" to our new phone number

One new easy-to-remember phone number was introduced this year to make it more convenient for the public to contact the Office. The number, **37-CLERK** (602-372-5375) is an all-purpose number that was launched to allow the public to contact most areas of the Office by dialing only one number. In its first six weeks of operation more than **37,000 phone calls** were received.

The following business units are included in the new menu options when a caller dials 37-CLERK: Accounting; Appeals; Billing; Criminal Financial Obligations; Distribution; eFiling; Exhibits; Family Support Services; File Counters; Grand Jury; Juvenile; Marriage Licenses & Passports; Public Records; and the Office Receptionist.

The primary benefits of this new Interactive Voice Response system are:

- ▶ Customers are able to reach their preferred area by dialing one number;
- ▶ Fewer misdirected calls and transfers for the callers;
- ▶ Supervisors have live, real-time, call management tools for greater efficiency; and
- ▶ A greater ability to acquire more detailed data about the types of calls, areas called, time of the calls, etc.

## New Strategic Plan provides road map to the future for Office

The Office published its **2014 - 2016 Strategic Plan** and has made it available to the public. This important plan provides the Office's strategic direction for the future and outlines the significant goals to support its mission. The plan identifies the issues facing the organization and the measures that will be taken to address those issues. It specifically details the Office's three strategic priorities, which are Customer Satisfaction, Employee Satisfaction, and Financial Management. The Strategic Plan is available on the Clerk of the Court's website under the "Publications" folder at [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov).



## A new daily Office record is set on special day

A new all-time Office daily record was set in the issuance of marriage licenses. On February 14, 2014 (Valentine's Day), **221 couples** arrived at one of the four marriage license locations to purchase a license. The previous daily record for issuing marriage licenses in one day was 163 set on Feb. 14, 2011. Valentine's Day is traditionally the busiest day of the year for the Office.

# Accomplishments

## New Service System

### Project bringing the Electronic Court Record to Juvenile is completed

The end of a monumental effort to implement the Electronic Court Record (ECR) in all case types was completed this fiscal year when the **final phase of the Juvenile ECR Project** was put into action.

The ECR Project began as a historic change that was made on January 1, 2007. On that day, the paper documents for **adult case types** were no longer placed into a hard copy file and stored on a shelving unit in the fileroom. Rather the documents began being scanned to create an electronic court record (ECR) and then stored in an electronic repository. The ECR became considered as the official court record and the paper documents were disposed of after being audited and a series of quality checks were performed.

Nearly six years later, on 10/1/12, this effort took another significant step when Phase 1 began transitioning paper records to ECR in **juvenile cases**. The Juvenile ECR Project was a four phase process and its completion this year was a final milestone in making the ECR available in all case types.

Last year, an automated customer management system that provides a more efficient way for customers to be served was installed at the Downtown Filing Counter to improve service. This year, the system was installed at the Customer Service Center's Marriage Licenses and Passports Office, as well as at the Southeast Marriage Licenses, Passports, and Public Records Office. Among its benefits, the system alleviates customers having to stand in line before being served.



### New year brought new acceptable forms of payments

On January 1, 2014, the Office began only accepting cash, credit, or debit cards, or wire transfers as a **method of payment** for fees and services from self-represented parties and the public. Personal checks were no longer accepted as a form of payment.

The goal of this change was to move toward guaranteed forms of payment and away from personal and business checks. This change mirrors practices from other courts within Arizona and around the nation. Cash, wire transfers, and credit and debit cards with a signature are reliable forms of guaranteed payment. Other forms of payment, such as cashier's checks, money orders, and bank checks can be stopped, which results in insufficient funds. This disrupts the court's ability to conduct business and can place the Office at substantial risk.

This restructure in payment methods is being implemented in phases. Plans to integrate attorney's, process servers, and bonding companies are under review as a possible next step.

### Juvenile staff participate in National Adoption Day

Each November, the Clerk's Office provides assistance with the Court's "National Adoption Day (NAD) Event." The event this year resulted in the adoption of **300** children. NAD, which is held at the Durango Juvenile Court, included 13 calendars, 46 judges and commissioners presiding, **13 courtroom clerks** covering hearings, and **three Office staff** issuing certified copies of final orders of adoption. Maricopa County currently ranks No. 1 in the nation for adoptions on National Adoption Day.

## Special Recognition

At the end of last fiscal year, the Office completed a 15-month major remodeling of more than 31,000 square-feet of office space in the Central Court-West Court Buildings. The Office occupied the area for more than 30 years without any major changes.

This year, that remodeling project was awarded LEED Silver Certification. LEED, which stands for Leadership in Energy and Environment, is an internationally recognized mark of excellence. It is presented to projects that use strategies that are designed to achieve high performance in indoor environmental quality, energy efficiency, water savings, and material selection.



## Accomplishments

### Monumental project moves forward

The immense task of scanning and converting over **508,000** paper court case files into approximately **44 million** electronic images for storage in the Office Electronic Court Record (ECR) was an ongoing project this year. This effort, which began in 2012, is the largest-ever scanning project undertaken by the Office. A vendor was initially hired to scan and convert a major portion of these hard copy documents to electronic format. Their efforts concluded this year and resulted in the completion of over 30.4 million electronic images. The remainder of the scanning project will be completed in-house.

When fully finished, the project will eliminate almost **8,500** square feet of files and file shelving units. Other benefits will be the ability to gain faster access to these electronic records over the paper documents and multiple customers can simultaneously access the same record. The electronic conversion will also reduce the liability of the Office due to elimination of accidental damage and loss of physical records; improve security of the records; and improve the long-term storage and physical space strategy for the Office's growth and the millions of records it manages.

The documents being converted from paper to electronic format through this project are: Civil, Family Court, and some Criminal cases.

### Four million mark reached in total actions filed since Office's creation

The total actions filed with the Clerk of the Court's Office from its creation in 1871 through the end of 2013 has surpassed the four-million mark. As of Dec. 31, 2013, the total was **4,461,870**. This number includes all case categories in the [Case History Index](#) with the exception of Juvenile cases, the Water case, and marriage licenses.

### Participating in the Stand Down Project

For the past four years, Clerk of Court staff have worked with the Superior Court officials to participate in the **Arizona Veteran's Stand Down Project** by setting up remote courtrooms to hear cases involving veterans. The Stand Down Project is a national event where various organizations, agencies, and governments come together across the nation to focus on veteran services. In Arizona, it is held on a Saturday at the Veteran's Memorial Coliseum in Phoenix.

This year, the Court heard **231** cases involving veterans. The Clerk of Court staff who participated included courtroom clerks, administrative assistance, technical support, and couriers.



### eFilings continue to increase

**SUMMARY:** In 2003, the Office began a pilot program allowing parties to eFile their case documents for complex civil litigation cases. Through the years, eFiling expanded to become available in Criminal (CR), Civil (CV), Family (FC), and Tax (TX) divisions. **eFiling** permits attorneys and self-represented parties to electronically file documents from their computers rather than visit the filing counters. It also enables judges, parties, and the public (where permissible) to view a case simultaneously and it increases the speed and accuracy of case processing.

**UPDATE:** This year, **546,173** efilings were received (211,782 in CV; 283,814 in CR; 45,701 in FC; and 4,876 in TX). Last year, 496,644 eFilings were received.

### Where to view the ECR

**SUMMARY:** To provide customers with access to the ECR, more than **50 computers** have been installed at the Office's four public records counters across the Valley.

**UPDATE:** Customers can view and print the Electronic Court Record (ECR) as follows: probate cases from 1997 forward (and active cases from 1994 - 1997) and all other Adult case types from 2002 forward. In addition, some cases filed prior to 2002 in the Civil and Family Court case types can be viewed.

### Broadening access to the ECR

**SUMMARY:** In 2007, the Office developed **ECR Online**, which provides a secure, cost-effective, and convenient method for attorneys and self-represented parties to use the internet to register and view the documents of their case(s) on their computers rather than come to the Office to view the hard copy file.

**UPDATE:** There are **10,536** attorneys and **24,081** self-represented litigants registered in ECR Online.

### Transmitting the record on appeal

**SUMMARY:** In 2009, the Office's Appeals Unit began electronically **transmitting the record on appeal** with the Arizona Court of Appeals, Division One for Probate and Family Court Case types. Prior to implementation, all records of appeal were disassembled, copied, indexed and rebuilt in order to send multiple paper copies to the court. The program was called Court-to-Court (C2C). In 2012, C2C received an Achievement Award from the National Association of Counties for being innovative.

**UPDATE:** Nearly all adult cases are transmitted via the C2C application, and the move to use **C2C in juvenile cases** was ready to start in the new fiscal year. When initially implemented, C2C created a net annual savings of \$165,000.

**SUMMARY:** In 1997, the Office began a pilot program to scan the paper documents received in Probate. Through the years, this pilot was **expanded to all case types** and marriage licenses. The paper documents received from these categories are scanned, converted to electronic format (referred to as the Electronic Court Record), and stored in an electronic repository called OnBase.

**UPDATE:** This year, **7,035,941** documents were added to the repository, which contains a total of **46,067,342** documents. **Fifty-three** government agencies have been granted access to the repository.



## Staying Informed

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

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



## Information

### A word about the website

The Clerk of the Superior Court’s website is accessible at [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov). A new homepage design is expected to be launched in the upcoming fiscal year. New features and information are planned to be a part of the design including “Popular Picks” and accessibility information.

### Legal/court case information available

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

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

### An opportunity to provide feedback

To solicit feedback from customers on the service they received from the Office during a visit, **survey cards** are made available at the public counters. Following are a few of the top remarks received this year: “I have rarely experienced an office with such calm, friendly and professionals;” “Went above and beyond to be helpful;” “Exceptional;” “Speedy, efficient, friendly;” “Thank you for the outstanding service;” “The best service I have ever had;” and “Very friendly staff from the moment we walked in.”

### Past annual reports available on website

To learn more about the **history of the Office** and its past accomplishments, access to previous Office annual reports has been made available on the website at [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov).

### Help there when needed at Filing Counter

As part of the newly remodeled Downtown Filing Counter, a desk was installed to **assist customers** with the check-in system, filing questions, and to help expedite service during busy hours.

### Providing assistance with the vast amount of calls to the Office

More than **374,000 phone calls** were received this fiscal year by the Star Call Center, which helps answer and route the calls for the Office from customers who need information.

### Got questions?

Customers who have questions related to the Clerk’s Office or need information about a specific service the Office provides, may send an email to: [coccustomerrelations@mail.maricopa.gov](mailto:coccustomerrelations@mail.maricopa.gov).

# Internal News

## Making A CASE

### Budget actions

Since Fiscal Year (FY) 2008, the Office has permanently reduced its budget by a total of **\$4.4 million** and voluntarily restrained spending by an additional **\$6.4 million** over seven FYs. In total, when combined with previous budget reductions, special revenue funds sweeps, and positive year-end variances, the Clerk's Office has provided **\$11.7 million** of relief to the County General Fund over the past seven years. In addition, the Office has operated with 100 fewer full-time positions. This has been possible due to careful budgeting and managing, technology advancements, process improvements, and training initiatives.

### Training time benefits staff

To further staff's knowledge of the court, county, government, and work environment, as well as enhance their job and customer service skills, all court employees are required to take 16 hours of **continuing education** courses. The Clerk's Training Division offered a total of **346 courses** to help staff with their professional growth and meet this requirement.

### Staff member earns national honor

Juvenile Court Administrator Debora Wells-Guevara earned a **prestigious honor** by completing a rigorous national court program that ended with a graduation ceremony held at U.S. Supreme Court in Washington D.C. Wells-Guevara finished the International Court Management "Fellows Program," which is the only program of its kind in the nation. This professional certification was established 44 years ago. Becoming an ICM Fellow is a four-step process of continued professional development.

### Recognizing their dedicated service

In 2004, Maricopa County instituted the **Pillars of Honors** program to recognize employees in three areas: Service (for staff retiring in good standing with 30 or more years of service), Salute (for national achievements), and Sacrifice (for those who lost their lives in the line of duty). **Five** former Clerk employees were selected to the Service Pillar, located on the Central Court Plaza. One of the employees had served the Office for 44 years. He was the longest-serving employee in the history of the Office and one of the all-time longest serving employees for Maricopa County.

### Giving back to the community

Each year, the staff demonstrates they are not only dedicated to their work, but also to the community they work in through several **charitable efforts**. This year, staff donated **\$4,294** to Maricopa County's Combined Charitable Campaign, which assists non-profit agencies; **171** pairs of socks and hundreds of personal care items to the homeless; and **170** new toys for children during the holiday season.

Each year the Office conducts an employee recognition program called "**Celebrating and Saluting Employees**" (CASE) to honor staff who provide exemplary service in four different categories: Customer Service, Teamwork, Leadership, and Excellence. This year, **22 employees** earned a CASE Award and **11 teams** received the Teamwork Award



The **Docket/eFile Auditor/Trainer Team** was selected for an Office "Teamwork Award" for their outstanding teamwork and service.

# Statistics

# Daily Averages

## Monetary Numbers

- ◆ The Fiscal Year 2013-2014 Clerk of the Court General Fund Operating Budget was **\$30,593,149**.
- ◆ The Office processes an average of **\$449,009** in monies daily.
- ◆ The Office has an average of **9,366** transactions in its Cash Management System daily.
- ◆ **773,165** receipts were created in the Receipting System, which totaled **\$106,309,548** (FY 13/14).

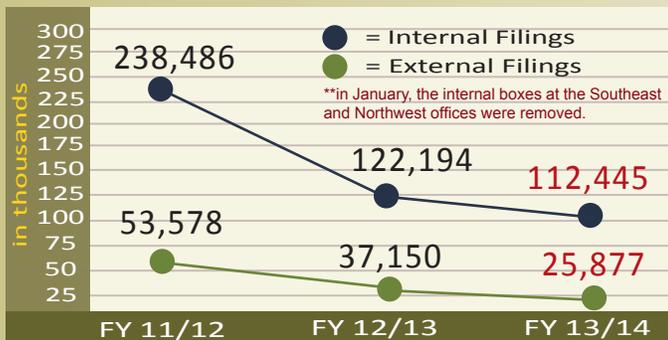
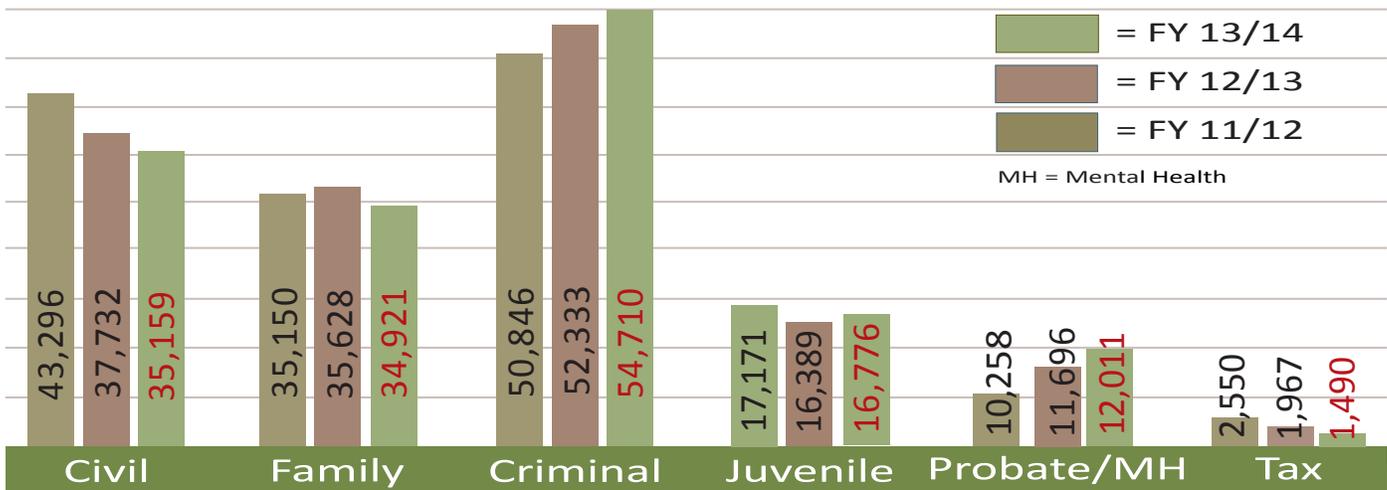
- ◆ The Office processes an average of **14,492** documents (for adult and juvenile) daily.
- ◆ An average of **33,653** pieces of paper (for adult and juvenile court) are filed daily.



## New Cases Filed

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

Total New Case Filings - FY 13/14 = **155,067**



## 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 four internal boxes.

Total Alternative Filings - FY 13/14 = **138,322**

# Statistics

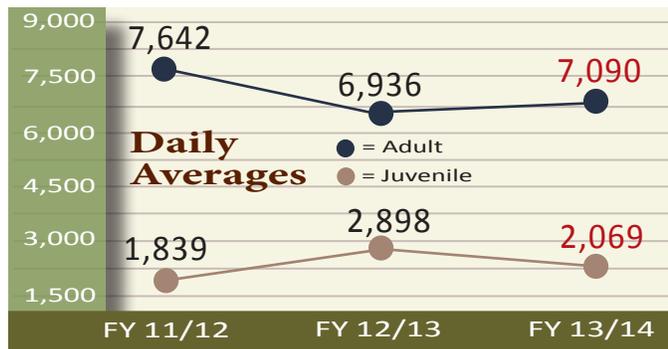
# Courtroom Counts

## Minute Entry Electronic Distribution System (MEEDS)

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

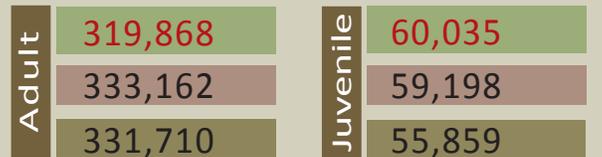
Average MEs Distributed Daily = **9,159**

Attorneys Active in MEEDS = **21,490**



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

Total Court Hearings Covered By Courtroom Clerks for FY 13/14 = **379,903**



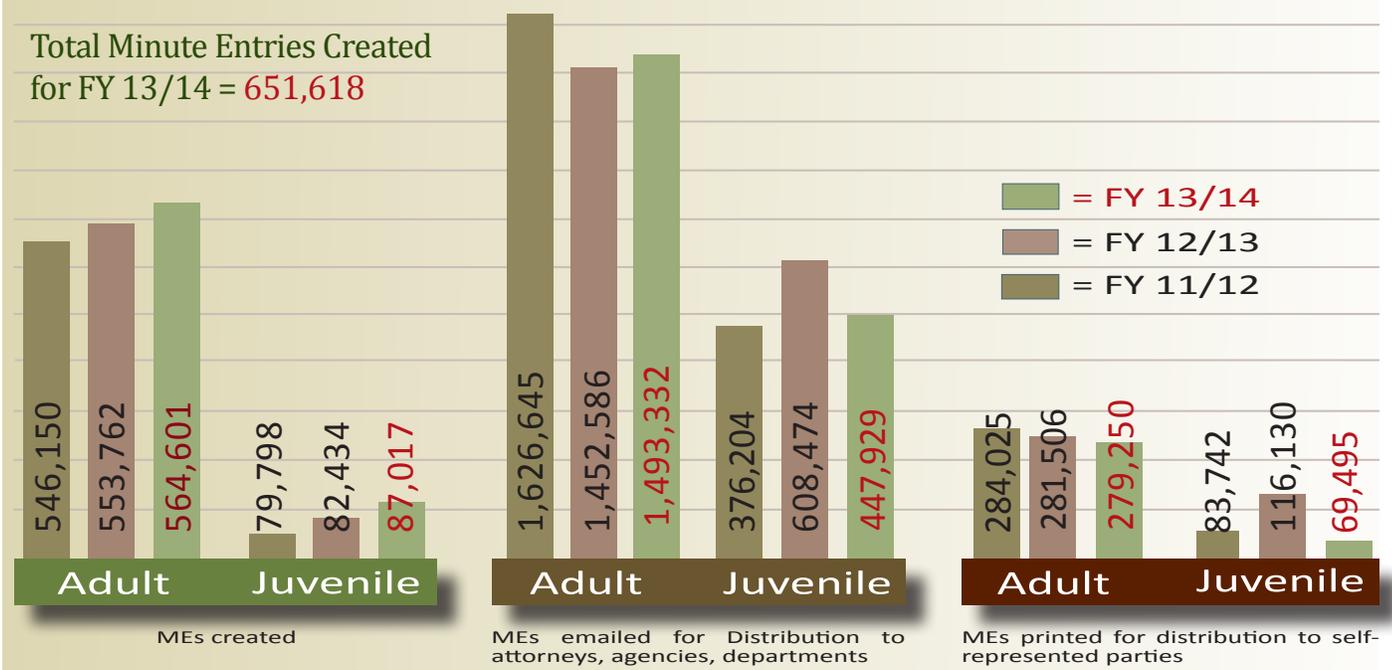
Legend: ■ = FY 13/14 ■ = FY 12/13 ■ = FY 11/12



## Minute Entries (MEs)

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

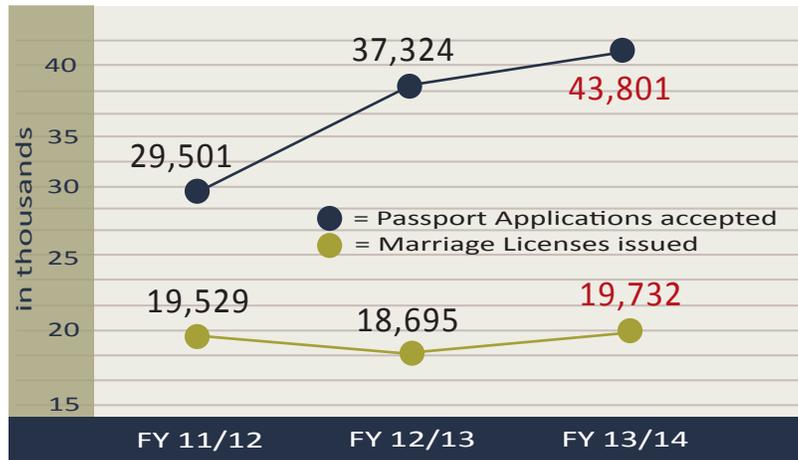
Total Minute Entries Created for FY 13/14 = **651,618**



# Statistics

## Marriage Licenses (MLs) and Passport Applications (PAs)

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



## Customers Served

The **Customer Service Center (CSC)**, located in downtown Phoenix, provides services for customers who want to obtain a marriage license, apply for a passport, and/or access the records of the court. This fiscal year, the staff at the CSC served **559,501** customers.



## Recording Services

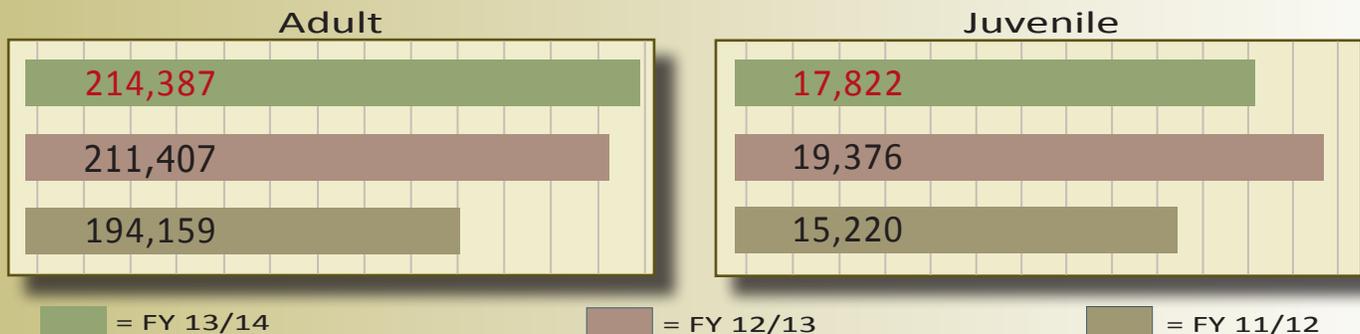
**Recording Services** records marriage licenses (ML) for Maricopa County and provides certified copies of MLs.

	FY 11/12	FY 12/13	FY 13/14
MLs Recorded	23,211	20,807	21,876
Certified ML Copies	26,599	20,846	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.

Total Exhibits Processed and/or Released for FY 13-14 = **232,209**



# Statistics

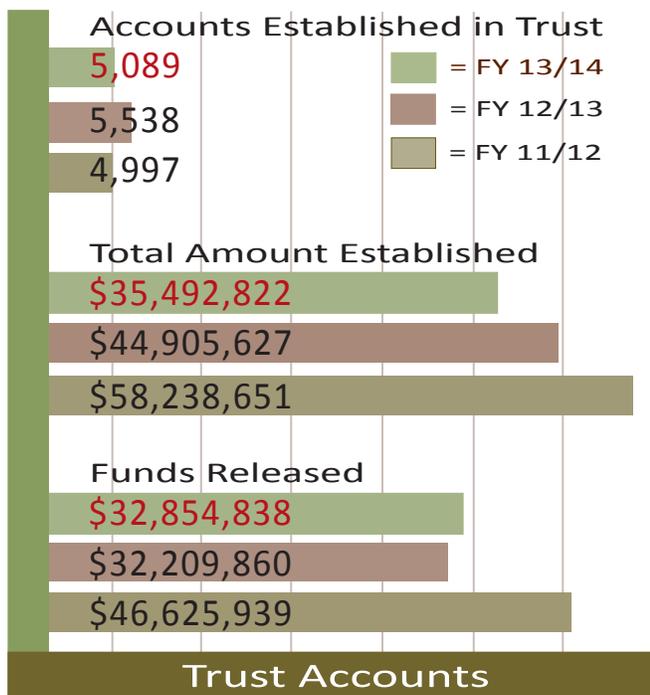
## Appeals Filed

The **Appeals** area processes incoming appeals filed with the Office.



## Monies In Trust

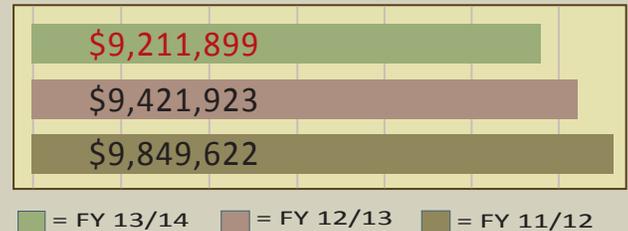
The Office holds certain funds in trust for the Court (such as appearance bonds, cost bonds, funds deposited for a preliminary injunction, eminent domain funds, and funds deposited for a temporary restraining order). The funds are released from the Trust pursuant to an order of the court.



# Monies Disbursed

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

## Restitution Monies Disbursed



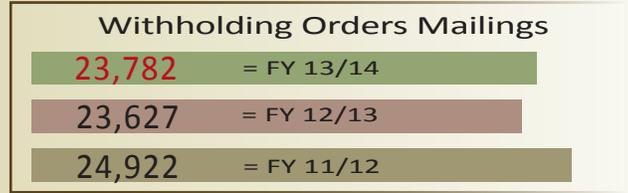
## Billing/Deferral Unit

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.



## Family Support Services

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



# Statistics

## Document and Space Saving

On January 1, 2007, the Office made an historic change in how it handles the vast amount of documents it receives. The 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 the official court record.

1,738,932 documents (consisting of 4,837 boxes) were disposed of this year. These disposals eliminated the need for approximately 168 shelving units of storage space.



# County Facts

According to the National Association of Counties, Maricopa County is currently the **fourth largest** county in the nation by population with more than **four million people**. It ranks 21st in the nation geographically covering **9,224 square miles**.



## 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.

Since its initiation in 1979, the case currently consists of 506 volumes and 9,039 documents. The Office maintains 88,623 claimants related to the case.



## Process Server Program

The Office monitors 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.

This year, 90 process server applicants were tested and 62 process server application renewals were processed.



## Quality Control of Electronic Documents

The **Electronic Document Management Quality Control** area is responsible for auditing 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.

FY 13/14 Scanned Documents Audited = 221,942 (for Adult & Juvenile Court)

# Looking Ahead

## **eCertification of Records**

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

## **eAccess to the ECR**

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

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

## **eFiling Pilot for Juvenile**

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

## **Financial Management Future**

To ensure business continuity and effective management of the average \$140 million that flows through the Office annually, a plan has been put in place to upgrade the financial systems including the Trust system for managing bonds, the Restitution/Fines/Reimbursements (RFR) system (which manages court-ordered victim restitution receipt and disbursement), and the General Ledger and checking printing system. The Office will begin making these improvements with the replacement of the RFR system by December 2015.

# Locations



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



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



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



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



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



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



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



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



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



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

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