Day & Date:	Thursday, October 29, 2015	Location:	Downtown Justice Center 620 West Jackson, 2 nd Floor, Rooms 1 & 2			
Time:	12:00pm – 1:00 pm	Facilitator:	Michael K. Jeanes			
PURPOSE OF MEETING						
Community Awareness; Process Servers, Court and Clerk's Office Information and Exchange Meeting						

Cor	Community Awareness; Process Servers, Court and Clerk's Office Information and Exchange Meeting					
	OPEN T	O THE PUBLIC				
Na	mes					
Clerk of the Superior Court Justice (Justice Court	ustice Court			
Sup	perior Court	Process Servers				
AOC		Judicial Officers				
	Topic		Presenter			
1.	Welcoming Remarks		Michael K. Jeanes, Clerk of the Superior Court			
2.	Juvenile Filings and Hearing of Sever	ance Cases	Michael K. Jeanes,			
	The volume of Juvenile Dependency cases has increased significantly resulting in a large number of pending trials and extensive scheduling delays. In an effort to remedy this, civil judges will begin hearing these cases in January on a rotating basis. • Southeast cases will be heard at their adult facility		Clerk of the Superior Court			
	Durango cases will be heard at Northeast, Northwest or Downtown					
	The Clerk's Office is working on necessar filings related to these cases can be accept where they are being heard.					
3.	Customer Service Center and CCB Construction		Michael K. Jeanes,			
	The Court is planning to build a new Law currently occupied by approximately 60 C. These staff members will be relocating from Building to the Customer Service Center: • Marriage License, Passport and Probe moving from the first floor to the Customer Service Center.	Clerk of the Superior Court				
	Construction will begin in early Do for a few months	ecember and will last				
	The Process Server test scheduled will be moved to the 3 rd floor train Downtown Justice Center due to t	ing room at the				

	The Filing Counter at the Central Court Building will not be affected	
4.	New Process Server Coordinator Margarita Yanes is the new Process Server Coordinator. All contact information remains the same • 602-372-5375 followed by 7,1,2,2 • processservercorrespondence@mail.maricopa.gov	Nancy Rodriguez, Deputy Director, Clerk of the Superior Court
5.	 Q-Matic at Northeast and Northwest The Clerk's Office plans on having Q-Matic installed at Northeast and Northwest. Installation at Northeast is expected to take place this fiscal year Working with court on reconfiguring space Installation at Northwest will take place during the next fiscal year which begins in July Will be part of the filing counter window remodeling project 	Nancy Rodriguez, Deputy Director, Clerk of the Superior Court
6.	Q-Matic Issues Q-Matic provides valuable information regarding customer flow and is helpful with determining appropriate staffing levels. The problem is that some customers are circumventing the system by pulling ADA tickets when they shouldn't, or by pulling multiple tickets. Those in attendance are asked to speak with their staff about these issues. The Clerk's Office wants to work with their customers to make the filing counters as efficient and customer-friendly as possible. The latest effort to improve customer service is the decision to add two additional Rapid Print machines to the lobby of the Central Court Building and provide additional front end customer service in the form of a "lobby quarterback". The filing counter downtown has already begun to offer this additional service and preliminary feedback has been positive. If it continues to be successful and staffing allows, a similar program will be implemented at the regional locations as well.	Shannon Branham, Administrator, Clerk of the Superior Court
7.	Justice Court Updates Southwest Facility The Southwest facility will be breaking ground sometime in the next 60 days and will be built in phases. White Tanks, Agua Fria, Maryvale and Country Meadows will be housed there, with room for two additional courts in the future. The plans also include a court tower but that will be constructed at a later	Jeff Fine, Justice Court Administrator

	date. The facility will be located at 105th avenue and Van Buren and is anticipated to open in the spring of 2017.		
	Operational Changes		
	John Reynolds has retired. Steve Gonzales has been handling many of his responsibilities and will continue to do so until a replacement is named.		
	Technology Updates		
	The Justice Courts are working on updating their website to		
	include complete dockets and are also continuing work on		
	their electronic document management systems.		
8.	Other Business, Questions and Comments		
	eAccess Update		
	The AOC has pulled resources from eAccess to focus on		
	eFiling for non Pima or Maricopa counties. Their goal is to		
	implement eFiling in these counties by the end of 2016.		
	Because of this, eAccess is temporarily on hold.		
	FOR ISSUES YOU WOULD LIKE TO SEE ON FUTURE AGENDAS, PLEASE EMAIL		
	THE COSC PROCESS SERVER MAILBOX AT:		
	PROCESSSERVERCORRESPONDENCE@MAIL.MARICOPA.GOV		
	Next Quarterly Meeting – Tuesday, January 12, 2016 at 12:00 PM		
	Downtown Justice Center - 620 West Jackson, 2nd Floor Training Room 2083		

PROCESS SERVERS COURT AND CLERK'S OFFICE INFORMATION AND EXCHANGE MEETINGS

SCHEDULE OF MEETINGS FOR CALENDAR YEAR 2016

These meetings are scheduled a year in advance;

JANUARY 12th, 2016 TUESDAY 12:00 – 1:00 PM

DOWNTOWN JUSTICE CENTER
620 WEST JACKSON – 2nd FLOOR – SUITE #2083
JUSTICE COURT– TRAINING ROOM

APRIL 12th, 2016 TUESDAY 12:00 – 1:00 PM

DOWNTOWN JUSTICE CENTER
620 WEST JACKSON – 2nd FLOOR – SUITE #2083
JUSTICE COURT – TRAINING ROOM

JULY 12th, 2016 TUESDAY 12:00 – 1:00 PM

DOWNTOWN JUSTICE CENTER
620 WEST JACKSON – 2nd FLOOR – SUITE #2083
JUSTICE COURT – TRAINING ROOM

OCTOBER 11th, 2016 Thursday 12:00 – 1:00 PM

DOWNTOWN JUSTICE CENTER

620 WEST JACKSON – 2nd FLOOR – SUITE #2083

JUSTICE COURT – TRAINING ROOM

A meeting notice and confirmation of the meeting date will be posted to the Clerk's Web Site approximately one week prior to the scheduled date.

- The agendas and minutes of these meeting are also available
- Please check the Clerk's Web Site and click on Process Servers link

http://www.clerkofcourt.maricopa.gov/process_svr.asp

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