

# Our Spirit of Innovation

*A Past Glance / A Present Glimpse*



## 2020 - 2021 Annual Report

*from the Office of Clerk of the Superior Court*

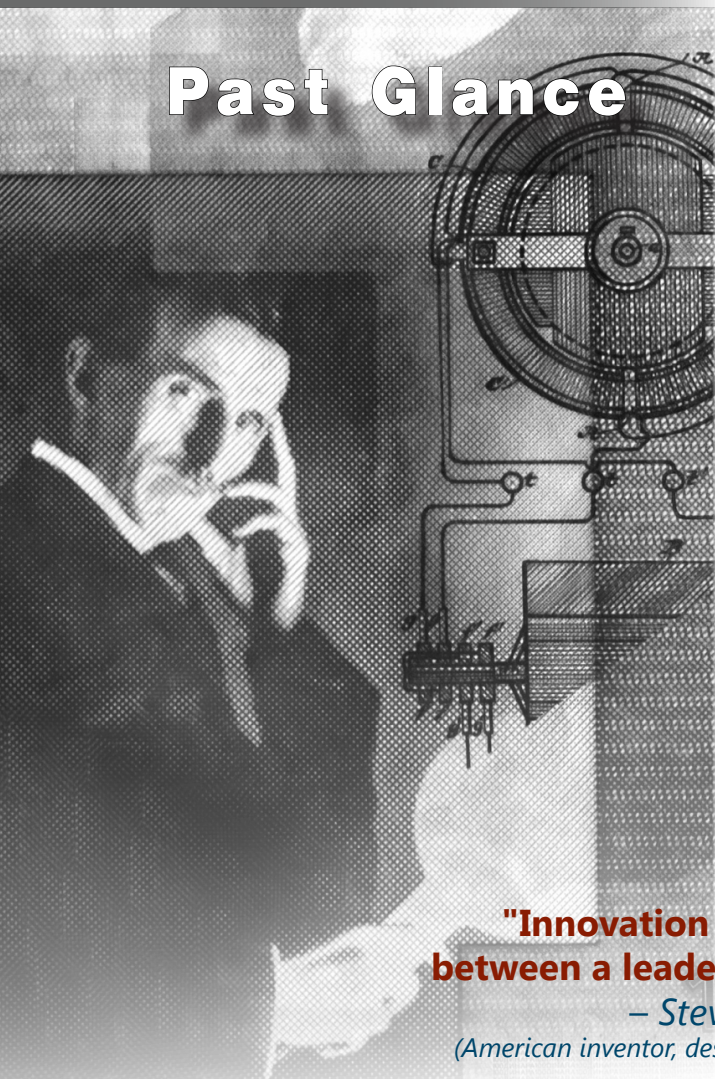


**Jeff Fine**

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

# Our Innovative Spirit

## Past Glance



**"Innovation distinguishes  
between a leader and a follower."**

– Steve Jobs

*(American inventor, designer and entrepreneur)*

## Present Glimpse



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# An Innovation Generator

**Jeff Fine**  
Clerk of the Superior Court

## A message from Jeff Fine, the Clerk of the Court



"Innovation" – the *Webster Dictionary* defines it as "the act or process of introducing new, ideas, devices, or methods." It is a word that is frequently used in our Office because we continually look at new methods and discuss different ideas on

how to improve our customer service. Most recently, innovation played a key role in bringing us through the many challenges the pandemic has presented.

In fact, our staff has been quite amazing in developing new methods and services that helped us overcome the unprecedented obstacles over the last two years. At the same time, our innovative spirit has also helped us with another challenge, which is meeting the increased demands for service due to the growing population of our great county.

However, just as important as what we have done today, I feel it is imperative to briefly reflect on the innovative efforts of yesterday. I pay tribute to the hardwork of those who came before us to help lay the groundwork for today's many success stories.

This report is designed to honor the spirit of innovation that has been prevalent and an emphasis of the Clerk's Office for many years. And speaking of emphasis, I want to conclude by simply emphasizing the "ovation" portion in the word "Innovation" itself, and give my staff a standing ovation for their great work this year. I hope as you view this report and see our innovative spirit, you are inspired to applaud as well.



Sincerely,

Jeff Fine, Clerk of the Superior Court, Maricopa County, AZ

## About the Clerk

Jeff Fine was sworn in as the Clerk of the Superior Court on January 9, 2019. He was elected to the position by voters of Maricopa County in November 2018 and he is the 11th person to serve as the Clerk. As Clerk, Fine is the official record-keeper and financial officer for the Superior Court and is responsible for overseeing a staff of 700, a budget of nearly \$44 million, supporting close to 160 judges and commissioners, serving a constituency of over four million, and operating an office that serves one of the top five largest counties and trial court systems in the nation.

In leading the Office, Fine is focused on improving the customer experience, strengthening judicial/government partnerships, enhancing communication, and creating a positive and professional work environment for staff. Specifically, he is a strong advocate in leveraging technology and developing innovative strategies to make it easier for customers to access court services.

Prior to election as Clerk, Fine served four years as the court administrator for the Maricopa County Justice Courts. Previous to that position, he was elected as a Justice of the Peace. Fine has also served as a police officer, Court Marshal, and court administrator for the City of Goodyear. In addition to his Judicial Branch service, he served over 20 years in the US Air Force on active duty and in the reserve.

Fine is also active in community/professional efforts by serving in leadership roles with non-profit organizations and county/court committees. Fine was raised in the West Valley where he and his wife Kori (a Grand Canyon University professor) and their four children reside.



Jeff accepts the "Beacon Award" from his staff in appreciation for being a positive source of encouragement, direction leadership, and light during the challenging times of the pandemic.



# Shining Bright

## The Executive Team



Pictured from left to right are: Rich McHattie (Chief Technology and Innovation Officer); Nancy Rodriguez (Chief Deputy), Jeff Fine (Clerk of the Court), Valerie Clark (Deputy Director), Mike Nitz (Deputy Director)

### Innovator of the Past

" We must have perseverance and above all confidence in ourselves. We must believe that we are gifted for something and that this thing must be attained."

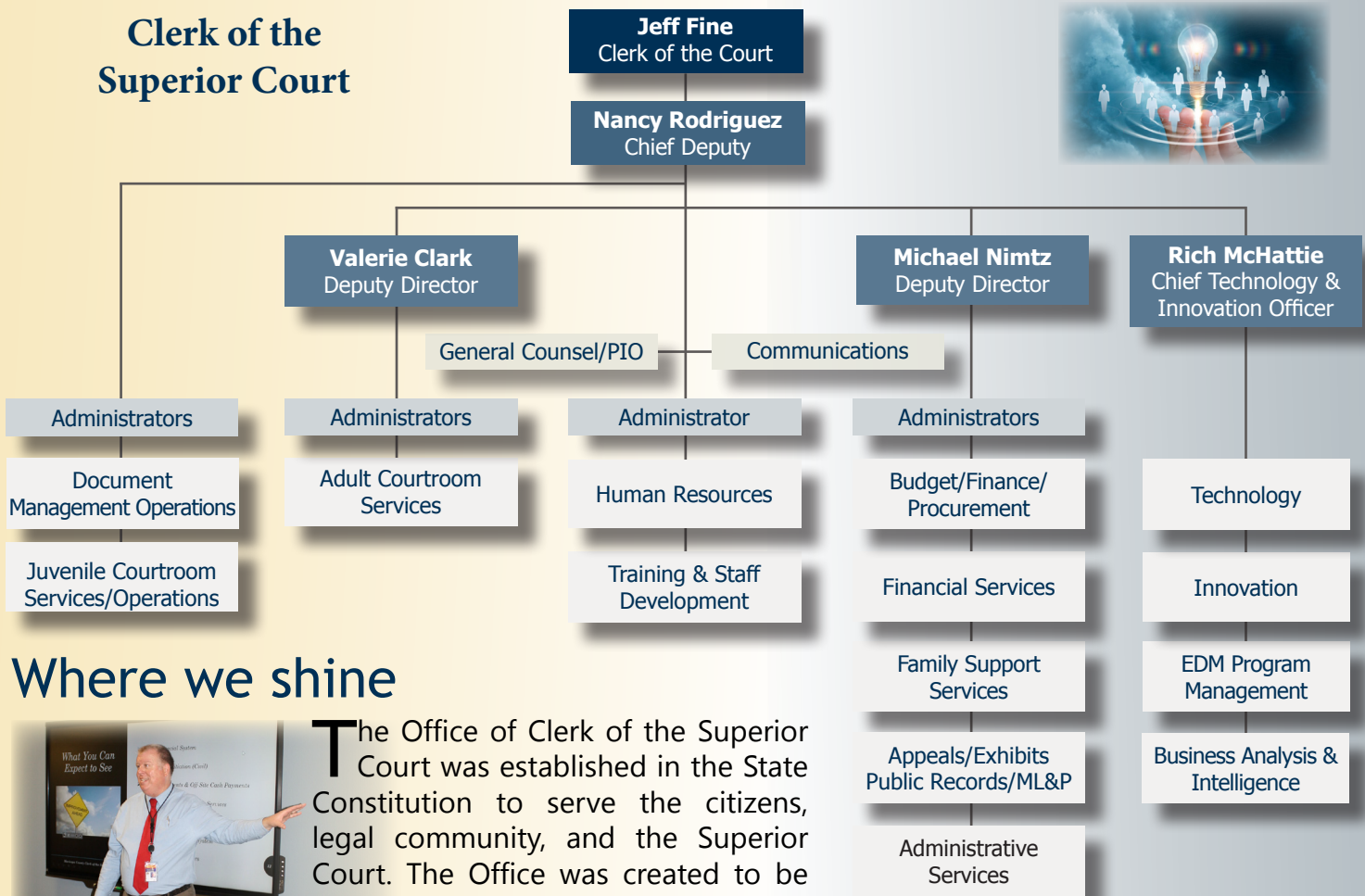
- Marie Curie (Physicist, chemist and a pioneer in the study of radiation)



# Designed to Shine

## The Office Organization and Overview

### Clerk of the Superior Court



### Where we shine



The Office of Clerk of the Superior Court was established in 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:

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

### Innovator of the Past

"Coming together is a beginning; keeping together is progress, working together is success."

- Henry Ford

(American Automobile Manufacturer)



# Innovation Illumination

## New Services

### Introducing Online Payments

#### PAST GLANCE

In 2003, the Office expanded its payment options for customers by accepting credit cards. Previously, the Office only accepted a limited number of credit card transactions over the telephone from mostly out-of-state customers. In addition, payments had to be made at the filing counters, through mail, over the phone, and across judicial-partner agencies.

#### PRESENT GLIMPSE

This year, the Office introduced an Online Payment option for customers to make payments through the Office website. The new convenient service resulted in the Office issuing over **70,000 receipts** to those using this faster option to pay for deferred filing fees, non-criminal court-ordered fees and criminal fines and restitution.



### eFile Expansion to Civil Cases

#### PAST GLANCE

eFiling has been in existence in the Clerk of the Court's Office since 2003, but its use was limited to post-initiation documents (the subsequent filings after the initial case filings which include notices, motions, responses, replies, etc.). The Office was not able to receive any new case initiation filings. Customers had to visit the filing counter to file these types of documents.

#### PRESENT GLIMPSE

The Office, in partnership with the Arizona Supreme Court, implemented a new program this year that allowed eFiling capabilities in the initiation of new Civil cases. The impact was immediate as the Office now receives **84%** of new Civil cases via eFile rather than paper. Cycle time (time from customer submission to complete entry in the public record) has been reduced from **36 hours to four hours**.



### Presenting Electronic Exhibits

#### PAST GLANCE

A streamlined process to submit exhibits electronically was launched to increase efficiency and support measures taken to address pandemic concerns. Electronic exhibits are the items the Office receives in hard copy format (like court reports and statements). Attorneys and the general public are able to utilize this new function, which is located on the Clerk of Court's webpage.

#### PRESENT GLIMPSE

In the first full year of implementation, the Online Exhibits Portal received **167,948** electronic exhibits. The ability to receive, manage and store exhibits electronically has proven beneficial for the Maricopa County community, Court partners, and the Clerk's Office.



**SPOTLIGHT** - On average, the Office processes **14,264** documents daily.



# Innovation Illumination

## Service Updates

### Meet The New Virtual Assistant

#### PAST GLANCE

In 2014, the Office introduced a new easy-to-remember phone number (602)-37-CLERK (25375) for the public to contact the Office to ask questions. In 2019, the Office took customer service another step forward by introducing a new online tool called Cleo to assist customers with questions. Cleo is a Virtual Assistant which interacts with customers through website chat, text messages, and voice-first technologies.

#### PRESENT GLIMPSE

In its first full year of usage, Cleo averaged **2,400 conversations** per month with customers on topics such as child/spousal support, marriage licenses, and office locations. In cases when Cleo is not able to help, the inquiry is transferred to Live Customer Service Experience Agents who assist the customer. Cleo is available 24/7 and 365 days a year.



### More Juvenile Case Types For eFiling

#### PAST GLANCE

In early 2018, the Office expanded eFiling to the Juvenile case type for the first time. While eFiling was provided in Adult case types (Civil, Family, Criminal) several years previous to this, it had not been instituted in the Juvenile case type. The Juvenile eFiling initiative began with delinquency subsequent case filings only. In its first year of operation, 5,762 efilings were received.

#### PRESENT GLIMPSE

eFilings further expanded this year with **four new juvenile case types** – Adoption Certification, Adoption; Dependency; and Severance. In the first seven months of implementation, **33,334 eFilings** were received in these case types. Plans are to further expand eFiling to additional Juvenile case types.



### Offering Streamlined Service

#### PAST GLANCE

In 2012, the Office implemented an automated customer management system at its Downtown location that streamlined serving the customers who visited the Office. Called Qmatic, among the system's benefits are it eliminated the need for customers having to stand in line and it organized the types of requested service for better efficiency.

#### PRESENT GLIMPSE

Qmatic is now installed at five Office locations (Downtown, and the Offices at Northeast, Northwest, Southeast and in the Customer Service Center). This year, **237,917 customers**, who visited the Office for various court-related service needs, were served through the Qmatic system.



**SPOTLIGHT** - An average of **31,774** pieces of paper are filed with the Office each day.



# Innovation Illumination

## e-Initiatives

### Over A Million eFilings Received

#### PAST GLANCE

In 2003, the Office implemented eFiling through a pilot project using civil litigation cases that allowed participating parties to electronically file case documents rather than physically file them at the filing counters. Through the years, eFiling expanded to all adult case types (except Probate) and mostly recently in Juvenile.

#### PRESENT GLIMPSE

**1,116,026 eFiled documents** were received by the Office this year, which is a **nine percent** increase over last year's total. The eFilings in these case types were: Criminal - 608,441; Civil - 281,198; Family - 179,717; Tax - 2,782; and Juvenile - 43,888.



### The Electronic Court Repository

#### PAST GLANCE

The Electronic Repository was first created in 1997, when the Office began scanning the Probate paper documents it received to create an electronic court record. Over the years, this initiative expanded to all case types and other court records. In 2005, the Office began back-scanning older cases to convert them to ECR. All of these electronic court records are what is stored in the electronic repository.

#### PRESENT GLIMPSE

**More than 1.5 million documents** were added to the Office's electronic repository this year. The repository currently contains nearly **75 million documents** (electronic court records). **Sixty-six** government agencies have been granted access to the electronic repository.



### Accessing the ECR

#### PAST GLANCE

The Electronic Court Record (ECR) Online was implemented in 2007 to provide a secure, convenient method for attorneys and self-represented parties to register and view their case documents from their own computers rather than visit the Office.

#### PRESENT GLIMPSE

**14,915 attorneys** were active in the Office's ECR Online program this fiscal year, and overall there are **16,211** attorneys and **95,270** self-represented litigants active in the program.



**SPOTLIGHT** - The Office's Call Center averages **10,616** calls per month.





# Innovation Illumination

## Marriage Licenses/Passports

### Service On Saturdays

#### PAST GLANCE

In 2015, the Office offered for the first time extended service on a few select Saturdays for customers to purchase a marriage license or process a passport application. The service was made available at different Office locations. Last year, the Saturday Service Days were not held as a result of the pandemic.

#### PRESENT GLIMPSE

This year, Saturday Service Days returned with the Office offering four days of extended service at the Customer Service Center (in Downtown Phoenix) for passport customers only. A total of **406 passports applications** were processed on these Saturdays.



### New Method In Obtaining A License

#### PAST GLANCE

As an effort to address pandemic concerns, in 2020 the Clerk's Office began offering couples the ability to obtain their marriage license by mail.

#### PRESENT GLIMPSE

In its first year of implementation, a total of **6,358 licenses** were issued by mail. This effort reduced the amount of people in the Office at one time and provided added convenience for customers.



### Schedule Your Appointment

#### PAST GLANCE

In 2020, the Office implemented a new service through its website that allowed customers to make appointments to purchase a marriage license or process a passport application. Through the service, customers can choose a date, time, and an Office location to obtain these services.

#### PRESENT GLIMPSE

The locations for the new online appointment scheduling service are the Customer Service Center (in Downtown Phoenix) and the courts at Northwest (in Surprise), Northeast (in Northeast Phoenix), and Southeast (in Mesa).



A total of **23 public access terminals** in four Office locations are available for customers to view the electronic court record. In addition, customers can also request certified documents from these terminals and pick up the printed copy at the Counter. The public terminals are available at the Customer Service Center, Northeast, Northwest, and Southeast Offices.

### Innovator of the Past

*"Where there is no vision, there is no hope."  
- George Washington Carver*

*(American agricultural chemist, agronomist, and inventor)*

**SPOTLIGHT** - This fiscal year, the Office's average customer receipt amount was **\$278.92.**



# Innovation Illumination

## Financial

### Major Financial Application Upgrade

#### PAST GLANCE

In 2019, the Office launched its largest and most complex application called RFR (Restitution, Fines, and Reimbursements). It replaced a 23-year old system that was tasked to track the funds owed to the Court by Adult and Juvenile defendants pursuant to a court case judgement. It is also the system of record for account balances, payments, payment plans, and payee remit-to addresses.

#### PRESENT GLIMPSE

This year, more than **\$29 million** was processed in the new RFR system. In addition, **14,908 new cases** were loaded into the system. The new RFR has proven to be a huge leap in efficiency and customer service with its many advanced features, increased security, and platforms to develop future projects.



### Victim Locate Program Update

#### PAST GLANCE

In 2009, the Office launched the Victim Locate Program to find the victims of crime (individuals and businesses) who were not receiving their court-ordered restitution due to information that was either missing or outdated, often times due to an unreported change of address.

#### PRESENT GLIMPSE

The VLP program is evolving from a seasonal program to a year-round endeavor. At the end of the fiscal year, **\$10.1 million** in restitution was disbursed to victims in Adult Criminal and Juvenile cases. Of this amount, \$1.4 million was paid to victims as a result of VLP research efforts.



### Adding A New Department

#### PAST GLANCE

In 2020, the County Collections Unit (CCU) transferred from the County to become a part of the Clerk's Office. CCU is responsible for the management of payments on criminal financial obligations as mandated by Criminal Restitution Orders. They maintain tens of thousands of accounts.

#### PRESENT GLIMPSE

In its first year within the Clerk of Court's Office, the CCU established **19,513 accounts**, which totaled **\$104,281,595**. They collected **\$18,695,097**, and answered **20,672** customer service calls.



### Innovator of the Past

"Well done is better than well said."

- Benjamin Franklin

(American scientist, inventor, politician, philanthropist and businessman)



In 2019, a Strategic Agenda was created outlining the major categories of emphasis for the Office. This year, a special leadership summit was held to review and revise the Office's Vision and Priorities going forward. The collaborative feedback will be valuable in identifying needed adjustments and desired enhancements to guide and improve the Office's future course.

**SPOTLIGHT** - The Clerk of the Court's Office has approximately **700 employees**.



# Innovation Illumination

## The Office

### Enhancing Data Security

#### PAST GLANCE

For many years, the Office has stored its critical applications (files, eFiling, receipting, OnBase, Court Minutes, etc.) in Data Centers located within two Clerk of the Court facilities. Last year, the Technology Division began a highly important initiative to replace its servers with new equipment located in a new offsite Data Center that is a leading provider of secure, highly-available data services. Additionally, a backup Data Center is being equipped with new hardware in a separate facility for increased safety.

#### PRESENT GLIMPSE

Several system migrations were completed this year that provide for improved disaster recovery capabilities, reliability, availability of critical applications, and security. When this initiative is fully completed, it will shrink the size of the Data Center in terms of the number of physical servers, which increases efficiency and provides for improved management of data center operations. The primary and secondary Data Centers in separate locations also ensures added protection of the Office's applications.



### Empowering Employees

#### PAST GLANCE

In 2019, the Office developed three Employee Work Groups to increase employee participation and input in the different facets of Office operations. The Employee groups formed were: Communications and Outreach, Employee Development, and Employee Recognition and Engagement.

#### PRESENT GLIMPSE

The Work Groups have had a significant, positive impact in expanding recognition of staff efforts, improving communications, providing opportunities for community outreach, and getting employee's engaged in matters of the Office.



### New, Improved Employee Website

#### PAST GLANCE

Last year, the Office launched a new public website that streamlined content, improved the design, and made it easier to navigate, especially on mobile devices. The new external Clerk of Court site averages 5,000 users per day. The website address is: [clerkofcourt.maricopa.gov](http://clerkofcourt.maricopa.gov).

#### PRESENT GLIMPSE

After updating its external website, the Office began an internal website modernization project for its employees. The new employee website called, Clerk Connect, was completed at the end of the fiscal year. It offers staff improved organization and design, additional resources, news, events, and other special features.



**SPOTLIGHT** - In its history (beginning in 1912), the Office of Clerk of the Superior Court has had 11 individuals serve in the role as the Clerk of the Superior Court.



## Brilliant Work

### Awards and Honors



## National Distinction

Five national achievement awards were presented to the Office this year by the National Association of Counties (NACo). NACo, which represents the nation's county governments in Washington D.C., recognized the Office for its implementation of these five innovative programs that enhanced county service. The programs were:

**Civil Case Initiation for eFiling** (See page 6 for more details)

**Online Exhibits Portal** (See page 6)

**Online Payments** (See page 6)

**eFile Expansion for Juvenile Cases** (See page 7)

**Virtual Assistant** (See page 7)

## Executive and Innovation of the Year

Chief Innovation and Technology Officer Rich McHattie was awarded the **GoldenGov: Executive of the Year Award** for his leadership



in re-imagining the customer experience of the Office and delivering innovation through technology. The honor, which is a part of the "Statescoop's Local Smart Award Program" recognizes visionaries who transform local government to make a difference in citizen's lives and make a lasting impact in the government information technology community.

The Program also honored the Office's newly-implemented **Cleo Program** with the **IT Innovation of the Year award**. Cleo is a virtual assistant that interacts with customers 24 hours-a-day, seven days-a-week from any device.

## Print Excellence

The Office's internal employee newsletter, *Record Times*, was the recipient of a **national communication award**. It was honored for print excellence by the Academy of Interactive and Visual Arts and presented with the "Award of Distinction" in its Communicator Awards program. The Annual Communicator Awards program had over 6,000 entries received from across the US and around the world. The Communicator Awards is the largest and most competitive awards program honoring creative excellence for communications professionals.



## Prestigious Honors

The Office's Division of Technology and Innovation was named an honoree of a **2021 FutureEdge 50 Award**. This prestigious honor was bestowed upon the Office for pushing the edge with new technologies to advance their services for the future.

## Employee Achievements

**More than 200 employees** were recognized individually or as part of team for their exemplary service through the Office annual recognition event called "Celebrating and Saluting Employees" (CASE). Employees were recognized in four categories: Teamwork, Customer Service, Excellence, and Leadership. As part of the recognition, **96 employees** representing **1,270 years of experience** were honored for achieving a milestone Office anniversary (5, 10, 15, 20, 25, 30, and 35 years of service).



## Employee of the Year

Linda Berger was selected as the Office's **Employee of the Year (EoY)**. Berger serves as a Courtroom



Services Manager and consistently provided outstanding leadership and a positive approach during the difficult challenges created by the pandemic. The honorees for the EoY Award are first nominated by other Clerk of Court staff members and selected as

an Employee of the Quarter. The EoY winner is then selected from the EoQ honorees.



## Number 1

For the fifth year in a row, the **Billing and Deferral Unit** finished as the **number one court agency** in Arizona who collects monies through the Tax Intercept Program (TIP). TIP is a program that collects monies owed to the court by intercepting the tax returns from non-compliant individuals. Billing and Deferral collected more than **\$2.2 million** this year, which exceeds last year's collections by over \$44,000.

# Extra Glow

## ► EVENTS

**Valentine's Day And 2-1-21** - Traditionally Valentine's Day or the Friday before Valentine's Day (if the holiday falls on a Saturday or Sunday), is the busiest day of the year for Marriage License Office. This year, on Friday, Feb. 12, **127 couples** purchased a marriage license. The all-time Valentine's Day record is 221, which occurred on a Friday in 2014.

In addition, unique number sequence days on the calendar also sometimes create a surge in marriage license purchases. This year on the day of **2, 1, 21** (Feb. 1, 2021) the Office issued **107 licenses**.

**Veteran's Stand Down Project** - The Criminal Financial Obligations Unit assisted with **113 veteran cases** during the Court's annual Stand Down event. Stand Down is a national event of various agencies/governments who come together to focus on veteran services. In the past, the event is held over a weekend in-person at the Veterans Memorial Coliseum to hear cases involving veterans. This year, due to the pandemic, it was a month-long virtual event.

### **Webinars** -

For the first time, the Office offered public webinars for customers to learn more about the Office. Three webinars were held in which more than **150 people** attended. Topics included: Viewing Court Exhibits and Public Records and Requests. The webinars were facilitated by subjects experts within the Office.

### **Community Spirit** -

Clerk of Court staff donated **\$2,527** to the County's Combined Charitable Campaign, plus **168** pairs of socks to the homeless and **51** new toys for children in need during the holidays.



# Extra Glow

## ✓ FINANCIAL

\$44,023,202 - the Office's operating budget

7,791 - the daily average transactions through the Office's Cash Management System

\$563,414 - the average monies the Office processes daily.

480,298 - the amount of receipts created in the Office's Receipting System this year, which totaled \$133,963,115.20.

## ✓ RESOURCES

(602) 37-CLERK - The Office's main phone number.

Twitter - The Office's feed is named @MaricopaClerk

Facebook - The Office's page is named Clerk of Superior Court in Maricopa

The Brief - a bi-monthly publication that provides Office information for the legal community. To subscribe send an email making the request to:  
cocustomerrelations@mail.maricopa.gov

Website - the Office's address is [clerkofcourt.maricopa.gov](http://clerkofcourt.maricopa.gov)

Email - to contact the Office via email, send an inquiry to:  
cocustomerrelations@mail.maricopa.gov

Feedback - to provide any feedback on how we can serve better, send your suggestion to:  
[help.us.serve@cosc.maricopa.gov](mailto:help.us.serve@cosc.maricopa.gov)

idea



# Spotlight

## New Cases Filed

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

Civil	20/21	19/20	18/19	10-Year Glance 10/11
	28,158	26,066	25,878	64,495

Family	20/21	19/20	18/19	10-Year Glance 10/11
	30,349	31,795	34,618	34,445

Criminal	20/21	19/20	18/19	10-Year Glance 10/11
	59,258	58,071	60,307	49,297

Juvenile	20/21	19/20	18/19	10-Year Glance 10/11
	12,031	15,206	16,489	17,254

Tax	20/21	19/20	18/19	10-Year Glance 10/11
	702	836	912	3,297

PB/MH Probate/Mental Health	20/21	19/20	18/19	10-Year Glance 10/11
	20,337	17,518	17,742	10,576

**Total New Case Filings - 20/21 = 150,835**

## Alternative Filings (Adult Case Types Only)

The Office has internal and external filing depository boxes to provide an alternative to filing 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.

Internal	20/21	19/20	18/19	10-Year Glance 10/11
	47,536	52,349	56,026	238,486

External	20/21	19/20	18/19	10-Year Glance 10/11
	21,449	23,797	21,266	53,578

**Total Alternative Filings -  
20/21 = 68,985**



**Innovator  
of the Past**

"Before anything else, preparation is the key to success."  
- Alexander Graham Bell  
(Inventor of the telephone)

# Spotlight

## Minute Entries (MEs)

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

MEs created

	MEs created					MEs created			
	20/21	19/20	18/19	10/11		20/21	19/20	18/19	10/11
<b>Adult</b>	447,135	446,117	458,650	523,374	<b>Juvenile</b>	65,177	73,636	76,264	75,267

MEs emailed for distribution to attorneys, agencies, departments

	MEs emailed for distribution to attorneys, agencies, departments					MEs emailed for distribution to attorneys, agencies, departments			
	20/21	19/20	18/19	10/11		20/21	19/20	18/19	10/11
<b>Adult</b>	1,399,127	1,380,674	1,447,261	1,620,232	<b>Juvenile</b>	285,404	367,625	399,314	345,144

MEs printed for distribution to self-represented parties

	MEs printed for distribution to self-represented parties					MEs printed for distribution to self-represented parties			
	20/21	19/20	18/19	10/11		20/21	19/20	18/19	10/11
<b>Tax</b>	217,234	212,323	214,295	324,193	<b>Juvenile</b>	40,692	49,610	52,005	92,271

**Total MEs Created - 20/21 = 512,312 / Average MEs Distributed Daily = 7,769**

## Family Support Services

Family Support Services 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 Orders Mailings	Withholding Orders Mailings			
	20/21	19/20	18/19	10/11
	13,118	14,283	20,054	26,024



**"The most dangerous phrase in the language is - We have always done it that way."**  
 - Grace Hopper  
*(Inventor of the first computer compiler, a program that translates written instructions into codes that computers directly read)*



# Spotlight



## Marriage Licenses (MLs) & Passport Applications

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

Passports	20/21	19/20	18/19	10-Year Glance 10/11
	*2,723	25,012	39,948	27,194

\*Service was temporarily suspended during the pandemic

Marriage Licenses	20/21	19/20	18/19	10-Year Glance 10/11
	24,627	21,607	23,433	18,570

## Recording Services

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

MLs Recorded	20/21	19/20	18/19	10-Year Glance 10/11
	23,535	20,737	23,571	21,870

MLs Certified Copies	20/21	19/20	18/19	10-Year Glance 10/11
	32,558	31,049	22,837	13,621

## 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	20/21	19/20	18/19	10-Year Glance 10/11
	139,113	119,407	135,096	191,196

Juvenile	20/21	19/20	18/19	10-Year Glance 10/11
	44,996	20,096	18,318	15,736

**Our Spirit of Innovation**

Vision

Concept



"There's a way to do it better - find it."  
- Thomas Edison  
(American inventor, most famous for inventing the light bulb)

# Spotlight

## 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	20/21	19/20	18/19	10-Year Glance 10/11
	\$64,351,848	\$52,464,550	\$58,709,335	\$67,673,777

Accounts Established	20/21	19/20	18/19	10-Year Glance 10/11
	8,956	5,786	6,253	5,533

Total Accounts Established	20/21	19/20	18/19	10-Year Glance 10/11
	62,501,128	\$47,851,019	\$65,363,242	\$72,131,152

Trust Accounts

## Billing and 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	
20/21	\$2,697,984
19/20	\$3,389,397
18/19	\$4,336,895
10-Year Glance 10/11	\$3,402,887



## Criminal Financial Obligations

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

Monies Disbursed	
20/21	\$10,113,431
19/20	\$9,489,014
18/19	\$11,144,775
10-Year Glance 10/11	\$11,293,848



"Treasure your curiosity and nurture your imagination. Have confidence in yourself. Do not let others put limits on you. Dare to imagine the unimaginable."

- Shirley Ann Jackson

(American scientist, educator, and developer of communication technologies)

# Spotlight



## Appeals Filed

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

Adult	20/21	19/20	18/19	10-Year Glance 10/11
	2,006	2,344	2,513	1,437

Juvenile	20/21	19/20	18/19	10-Year Glance 10/11
	458	442	486	216

## Dispositions Reported

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

Dispo	20/21	19/20	18/19	10-Year Glance 10/11
	46,820	54,605	55,398	45,523

## Process Server

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

Tested	20/21	19/20	18/19	10-Year Glance 10/11
	42	59	68	190

### APPLICANTS

Renewed	20/21	19/20	18/19	10-Year Glance 10/11
	223	162	207	71

## Water Case Update

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.

Documents	20/21	19/20	18/19	10-Year Glance 10/11
	12,391	11,756	10,729	8,497

\*\*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.

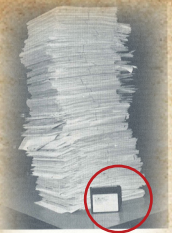


### Innovator of the Past

"I have been impressed with the urgency of doing. Knowing is not enough; we must apply. Being willing is not enough; we must do."  
- Leonardo da Vinci  
(Artist, scientist and inventor)

# A Glimpse Back

Past Office news from previous annual reports



Four thousand images can be preserved on one roll of microfilm, allowing for the disposal of the paper documents.

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

▷ The Office promoted the benefits of storing images of court documents on microfilm rather than keeping the hard copies. Four thousand images could be preserved on one roll of microfilm (seen in the photo to the left). **Update** - Today, microfilming is no longer used to capture court document images. Court records are now scanned and converted into an electronic court record that is stored in a repository which currently contains over **75 million images**.

## 25 Years Ago (from the 1995/1996 Annual Report)

▷ The Office launched its very first website. **Update** - Since then the Office has won several national awards. Last year, the website was completely redesigned to streamline content, improve the design, and make it easier to navigate, especially on a mobile device. The site also offers new options like online chat and the latest Office announcements. The website address is [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov).

## 20 Years Ago (from the 2000/2001 Annual Report)

▷ The Office moved into the newly-constructed 113,060 square-foot Customer Service Center (CSC), located at 601 W. Jackson St. (Phoenix) that allowed it to centralize storage for the more than **1.4 million court records**. **Update** - Today, the building houses the Marriage License and Passport Office, public records counters, file room, the Technology Division, and several other units and departments.



## 15 Years Ago (from the 2005/2006 Annual Report)

▷ The Office expanded its services when it moved into the new **Northeast Regional Court Center**, located at 18389 N. 40th St. (Phoenix). **Update** - The Office still offers service in this facility for marriage license issuance, passport application processing, case filings, a 24-hour filing depository box, and copies of court records through public access terminals.

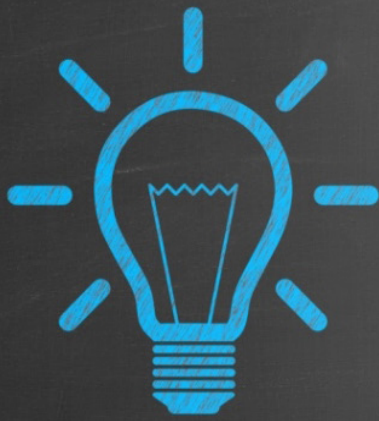
## 10 Years Ago (from the 2010/2011 Annual Report)

▷ The Office implemented a new receipting system for itself, Superior Court and Adult Probation that offered many new features. **Update** - Since going live, the grand total amount of receipts processed through the system is **\$1,471,199,836.18**.



## 5 Years Ago (from the 2015/2016 Annual Report)

▷ The Office provided service on select Saturdays for the very first time. **Update** - The Office has continued to offer service each year on select Saturdays and is currently looking at offering it on a quarterly basis.



# A Glance Ahead

## IDEA LOADING...



Programs and/or services that the Office plans to implement in the future.

## eFiling for Family Case Initiation and an Online Fee Waiver and Deferral Application Portal

In early 2022, the Clerk of the Court's Office will expand eFiling services to Family Court case initiation filings. More than one-third of paper filings currently received by the Office are for Family cases; this upcoming eFile expansion represents another significant stride in reducing in-person facility visits.

In conjunction with this project, the Office will launch an online Fee Waiver and Deferral Application Portal. Currently, the Clerk's Office receives annually over 10,000 Fee Waiver and Deferral Applications in paper; eighty percent of which are for Family cases.



## A new system to interact with phone customers

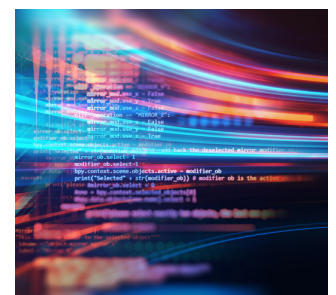


The Office is in the planning stages to replace its Interactive Voice Reponse (IVR) system with an Interactive Voice Assistant (IVA) system to assist its phone call customers. While IVR systems are capable of voice response, the traditional method for this system involves pressing numbers, i.e., Press 1 for this service, Press 2 for that service, to guide them to the information or person they need.

The new IVA will provide a natural language response powered by an AI (artificial intelligence), so customers will be able to ask questions over the phone, in their natural language, rather than press through a series of numbered options. For example, instead of listening to a menu of options, they will be greeted with, "How may I help you?" They can then say, "I have a question about eFiling" and the system will respond accordingly. It will also have the option for a live customer service representative.

## Expanding the use of Intelligent Capture technology

The Office launched its Intelligent Capture initiative to leverage the use of Optical Character Recognition and Artificial Intelligence to replace the manual sorting and barcoding of documents prior to scanning. Intelligent Capture is a process that captures specific information from paper and electronic documents without extensive guidance from a user. Heading into the future, through reducing time spent on sorting and barcoding documents for scanning, the Office can dedicate more attention to quality assurance efforts and other customer-benefiting functions.



# Where To Look For Us

**SOUTHEAST ADULT**  
222 E. Javelina  
Mesa, AZ 85210

**CUSTOMER SERVICE CENTER**  
601 W. Jackson St.  
Phoenix, AZ 85003

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

**NORTHWEST**  
14264 Tierra Buena Lane  
Surprise, AZ 85374

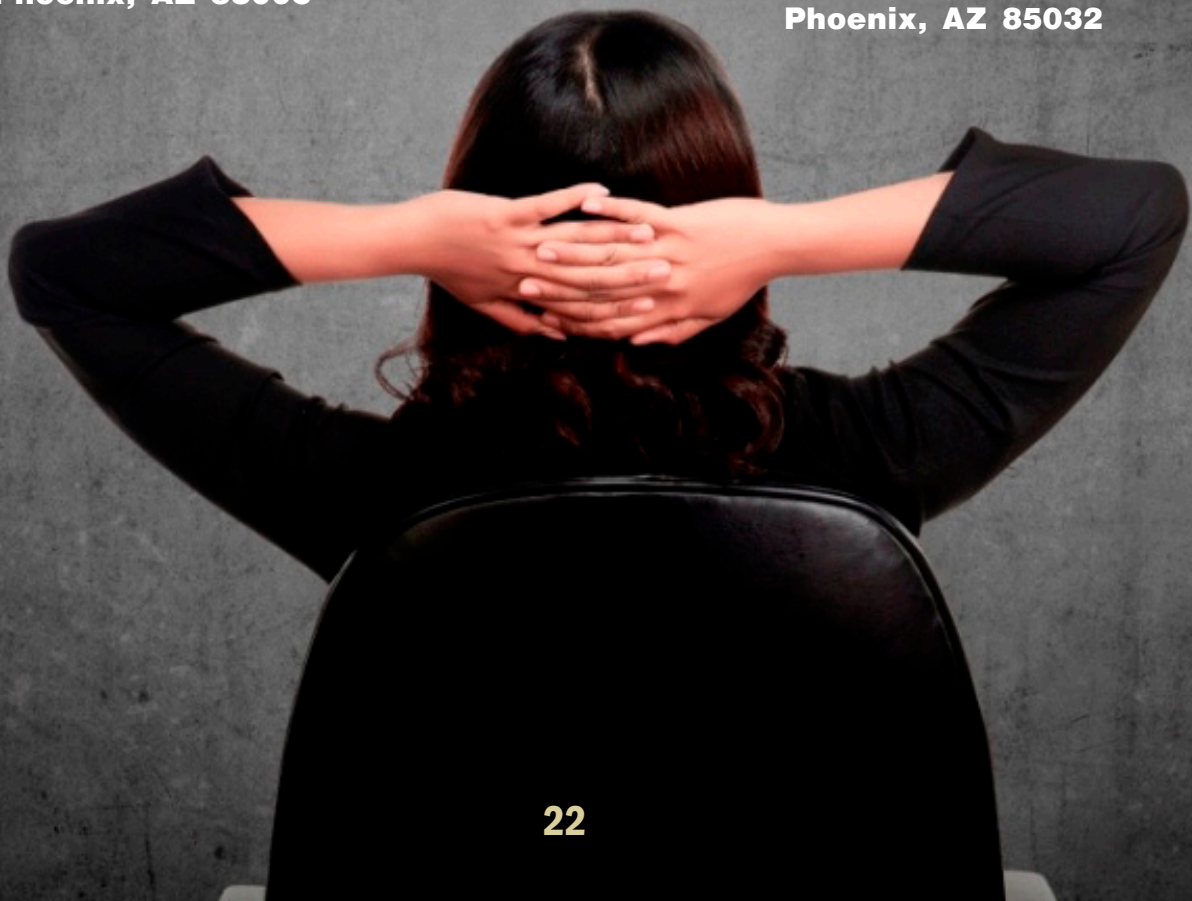
**DURANGO JUVENILE**  
3131 W. Durango  
Phoenix, AZ 85009

**DOWNTOWN JUSTICE CENTER**  
620 W. Jackson St.  
Phoenix, AZ 85003

**SOUTHEAST JUVENILE**  
1810 S. Lewis  
Mesa, AZ 85210

**SOUTH COURT TOWER**  
175 W. Madison Ave.  
Phoenix, AZ 85003

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



# Spirit of Innovation



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

## **2020 - 2021 Annual Report**

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