

New Service Heights

Determined attitudes
for higher altitudes

2021-2022
Annual Report



Jeff Fine

Clerk of the Superior Court,
Maricopa County, AZ

The ascent to new service heights

TABLE OF CONTENTS

Welcome/ Clerk Introduction	3
Leadership	4
Organization/ Overview	6
The Ascent (Office Highlights)	7
The Summits (Significant Highpoints)	13
Anchor Points (Office Highlights)	17
Sneak Peak (Looking Back & Ahead)	23
Locations	26

Our Peak Performances

“Without great mountains,
we cannot reach great heights.”

– *Richard Paul Evans* (Author)



An introduction from the Clerk

Like every organization, these past two years have presented challenges that have never been experienced before due to the pandemic. It has been a steep, rapid uphill climb for us to overcome. But, like the quote above says, without great mountains, we cannot reach great heights. Today, we stand at a higher elevation than we have ever been before because of the great mountains we encountered.

The ascent wasn't easy, but the determined attitudes of our staff have allowed us to be at this new altitude of service. The pace was fast, but our staff put in true peak performances. And so, as a way to honor the many peak performers in our Office, we have chosen a mountain climbing theme for this report. While the type of mountains we face are different than those of actual mountain climbers, the factors to reach the new heights

are similar ... proper technique, the right equipment, preparation, strong vision, leadership, determination, communication, and excellent teamwork. When these factors are in place whether it is Mount Everest or the Mount of Office Projects, it leads to peak performances that bring you to "New Heights."

I hope you enjoy following the trail of information we provide in this annual report, which is designed to take you to several views of our ascent in 2021-2022. Thank you for your interest in our journey and know that we aren't finished climbing...there are more mountains to conquer, more peak performances, and even greater service heights ahead.

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

Clerk of Superior Court **Jeff Fine**

Jeff Fine's Bio

Jeff Fine was sworn in as the Clerk of the Superior Court in Maricopa County 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 \$47 million, supporting close to 160 judges and commissioners, serving a constituency of over four million citizens, and operating an office that serves one of the top five largest counties and trial court systems in the nation.

In leading the Clerk of the Court's Office, Fine is focused on improving the customer experience, strengthening judicial and 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 the 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 and court committees. Fine was raised in the West Valley where he and his wife Kori (a Grand Canyon University professor) and their four children and a grandchild reside.



Jeff meets with new employees during their orientation.



Jeff visited each office location this year to discuss current business topics and answer questions from staff.

The Executive Team



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

"The beauty of the mountain reveals
only to those who climb it."

– *Antoine de Saint Exupery* (Writer)

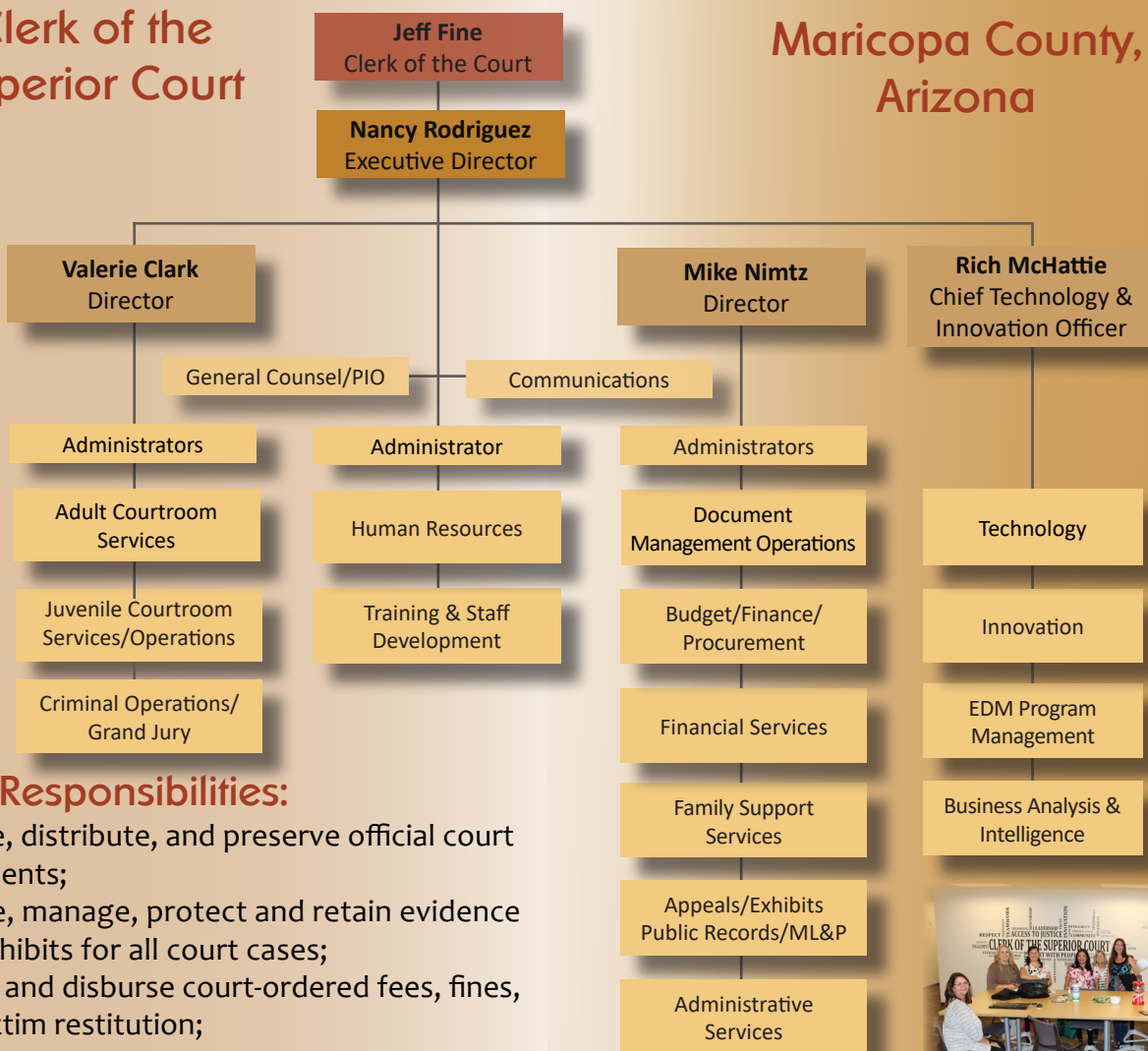
The Organizational Slope



"The Summit is what drives us, but the climb itself is what matters."
 – Conrad Anker
 (Rock climber)

Clerk of the Superior Court

Maricopa County, Arizona



Office Responsibilities:

- ▷ 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.



The Ascent

Office highlights



"Every mountain top
is within reach if you
just keep climbing."

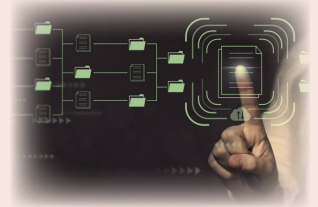
– *Barry Finlay* (Author)

Scenic Views

Now Entering: e-Initiatives Territory

eFiling

1,221,591 eFiled documents were received by the Office this year, which is a **new eFiling record**. This amount is a **nine percent** increase over last year's total. The eFiling case types were: **Criminal** - 679,118; **Civil** - 283,920; **Family** - 160,243; **Juvenile** - 95,450; and **Tax** - 2,860. eFiling allows participating parties to electronically file their case documents rather than physically file them at the filings counters.



OnBase

3,101,413 million documents were added to the **Office's electronic repository** this year. The repository, which is called OnBase, was first created in 1997 when the Office began scanning the Probate paper documents it received to create an electronic court record (ECR). Over the years, the initiative expanded to all case types and in 2005, the Office began back-scanning older cases to convert them to ECR. All of these electronic court records are stored in OnBase, which currently contains over **77 million documents** (electronic court records). **Sixty-seven** government agencies have been granted access to the electronic repository.

ECR Online

114,231 self-represented litigants and **15,008 attorneys** were active in the **Office's ECR Online program** this fiscal year. ECR is a program implemented over a decade ago that provides 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.



Juvenile eFile

Seven Juvenile case categories are now available for eFiling with this year's **expansion of this service** in this case type. Following are the most recent Juvenile eFiling services and options that were made available:

- 1) Case initiating documents for dependency, severance, adoption, and adoption certification cases;
- 2) Subsequent filings in delinquency, emancipation, and guardianship cases that don't require a filing fee;
- 3) The ability for the courtroom clerks to eFile documents received during a hearing;
- 4) The ability for Court Administration staff, Court staff, and Office of Public Defense Services staff to eFile hearing notices, orders, and notices of appointment of counsel that are generated by the Court. These are processed for distribution in the Courtroom Clerk Review module; and
- 5) The ability for Juvenile Operations staff to eFile specified clerk created documents.

eFiling for the Juvenile case type was first implemented in 2018 with only one case category.

The Clerk of the Court's Office processes an average of **13,606** documents daily.

Scenic Views

Now Entering: Financial Lands



Online Payment

82,740 receipts totalling \$11,330,600 were generated through the Office's **new Online Payment option** that allows customers to make payments through its website. Previously, payments had to be made at the filing counters, through mail, over the phone, and across judicial-partner agencies. The new convenient online payment service is a faster option to pay for deferred filing fees, non-criminal court-ordered fees and criminal fines and restitution.

RFR

\$29,886,070 was processed in the Office's **new Restitution, Fines, and Reimbursements (RFR) system**, which was an increase of **\$562,000** over last year. The RFR is a recently installed system that was the Office's largest and most complex application in its modern history. It is designed 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 of account balances, payments, payment plans, and payee remit-to addresses. In addition to the processing of the funds, **17,546 new cases** were loaded into the system.



Collect

\$20,031,198 was collected by the Office's **County Collections Unit (CCU)**. The CCU is the Office's newest department when its function transferred in 2020 from Maricopa County over to the Clerk's Office. CCU is responsible for the management of payments on criminal financial obligations as mandated by Criminal Restitution Orders. In addition to the collection funds, they established **18,356 new accounts**, which totaled **\$106,138,098**, and they answered **12,679** customer service calls.



VLP

22,724 payments totalling \$2,061,034 were made to the victims of crime this year through the **Office's Victim Locate Program (VLP)**. VLP is a program the Office launched in 2009 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.



Online Service

329 applications were processed in the first three months of the Office's **new Online Fee Waiver and Deferral Application**. This service was developed for applicants to electronically submit an application for the deferral or waiver of court fees, rather than physically appear at an Office filing counter. The service, which is accessible on the Clerk's website, is available to those filing Family Court, Civil, and Tax specific case types.



An average of **36,899** pieces of paper are filed with the Office each day.



Scenic Views

Now Entering: New Terrain



FC eFiling

6,446 initial Family Court (FC) eFilings were received during the first three-months of a new eFiling program launched this year called **Family Court Case Initiation**. This program allows attorneys and self-represented litigants the ability and convenience to open new Family Court cases through a statewide eFiling portal, eFileAZ. Previously, only subsequent filings after the initial case filings were allowed to be eFiled for these cases. Last year, this initiative was launched for Civil Case Initiation. During its first full year of implementation, **24,323** initial Civil Cases were eFiled.

Intelligent Capture

111,046 documents that accounted for 361,680 pages were processed through a newer initiative called **Intelligent Capture (IC)**. IC is a technology that uses Optical Character Recognition and Artificial Intelligence to replace the manual sorting and bar-coding 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.



Case Center

The Office's Courtroom Services became a leader in the nation by piloting a new Digital Evidence Portal called **Case Center**. Case Center is a state-of-the-art digital evidence platform used for submission, management, and storage of electronic exhibits. There were five Civil divisions who participated and five Criminal divisions who were selected for future participation. Arizona is the first state in the country to adopt the new way of presenting digital evidence. The Courtroom Clerks who used Case Center were considered trailblazers for the county, state, and nation.

Online Exhibits

193,603 electronic exhibits were received through an **Online Exhibits Portal** that was newly implemented just over a year ago. The new Portal, which is located on the Office website, is designed to receive, manage, and store exhibits electronically. Attorneys and the general public utilize this new function that has proven to increase efficiency and benefit the court customers, court partners, and the Office.

Tik Tok

The Office opened a Tik Tok account to use as a recruiting tool to fill open positions within the Office and communicate any news in a short video format. To follow the Office through this social media program go to [@maricopaclerk](https://www.tiktok.com/@maricopaclerk).



The Clerk of the Court's Call Center averages **11,936** calls per month.

Scenic Views

Now Entering: Customer Service Region

Cleo A monthly average of **3,216 conversations** with customers occurred through the Office's virtual assistant called **Cleo**. Cleo is an online tool that is available 24/7 and 365 days a year and interacts with customers through website chat, text messages, and voice first technologies. The most popular topics of conversation were 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.



Qmatic A record **261,790 customers were served** in five Office locations through an automated customer management system that was installed just a few years ago to streamline service. The system, which is called **Qmatic**, eliminates the need for customers having to stand in line and organizes the types of requested service for better efficiency. This year's amount of customers served is a new record for the system as it surpassed last year's record by over **23,000**.



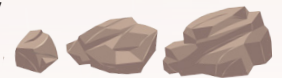
LLRC The **Law Library Resource Center File Counter (LLRC)** fully reopened this year after being limited to remote services only during the pandemic. The **LLRC**, which provides self-represented litigants as well as attorneys access to the justice system through legal information, forms, and services, is now open for in-person service at its filing window in the East Court Building. The LLRC first opened in 2017 to provide a wide array of court forms and instructions and assistance in court matters.



Webinar **238 people attended four webinars** that the Office offered this year to provide an opportunity for customers to learn more about the organization. **Topics of the webinars** included viewing exhibits, restitution, access to justice technology, and the overall Office responsibilities. The Public Webinars are a newer initiative to educate those who have an interest in its services. They are facilitated by subject experts within the Office.



Public Access 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.



The average customer receipt amount was **\$303.67**



Scenic Views



Now Entering: ML&P Grounds

ML&P = Marriage Licenses and Passports

Mailings

4,366 marriage licenses were issued by mail through the Office's new **Online Marriage License Portal**. In 2020, as an effort to address pandemic concerns, the Office began offering couples the ability to obtain their license by mail using the new application available online.

Saturday

More than 400 passport applications were processed when the Office extended its service to be open on four different **Saturdays**. The service was made available at the Customer Service Center for passport service only, to provide customers a weekend option to obtain this service. The Office has provided Saturday Service several times since 2015.



Appointments

43,806 appointments were made to process passport applications and purchase marriage licenses through a program the Office implemented on its website during the pandemic. The program allows customers to select the time they wish to come in for these services. Of these appointments **22,839** were for passports and **20,967** were for marriage licenses. The appointment service is available on the Office website.



Now Entering: Office area

Recruitment

A Recruiting Team was formed that implemented new measures that quickly made the Office a county leader in **recruiting efforts** for new hires. Feeling the same staffing void felt with organizations/governments across the nation, the Office was seeing lower than usual applicants for its open positions. To address the issue, the new Recruiting Team conducted Job Fairs, social media efforts, and marketing initiatives that resulted in an unprecedented **67 vacancies being filled in a two-month period**. A County Human Resources official said, "No other recruiting teams come close to the level of success in public, non-profit, or the private sector."



Data Center

A highly important Data Center Modernization Project, that began two years ago, continued to successfully move forward as several system migrations were completed this year. The **Office's Data Center** is what hosts all of the Office's applications (files, eFiling, receipting, online services, and the electronic repository). The Technology Division has worked to move this critical data to two new off-site Data Centers (one of which is a back-up) to improve security, reliability, efficiency and ensure means of disaster recovery. The project includes new hardware and vastly improved business capabilities.

New Hires

To help new hires make the transition to the Office, a **new Buddy program** was implemented where current employees volunteer to team up with a new hire as they adjust to the work environment.



Support Center

A new Technology Information Support Center was launched to improve technical assistance for staff that included several enhancements to resolve issues quicker, provide more efficient help, and help the unit identify any trends.

The Office has received **54 national achievement awards** for its innovative programs over the past 34 years



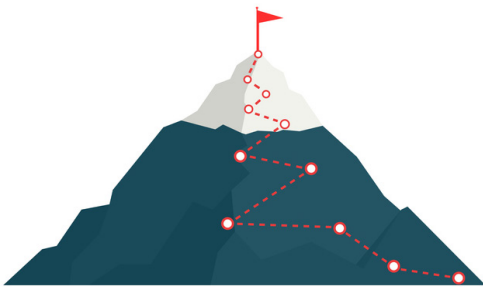
Summits

Significant Highpoints

"You have to climb the mountain to see the view."

– *Sir Martin Conway*
(Mountaineer)





Honors

Employee Achievements

More than 200 employees were recognized individually or as part of team for their exemplary service through the Office's annual recognition event called "Celebrating and Saluting Employees" (CASE). Employees were recognized in four categories: Teamwork, Customer Service, Excellence, and Leadership. Also as part of the recognition, **80 employees** representing **1,140 years of experience** were honored for achieving a milestone Office anniversary (5, 10, 15, 20, 25, and 30 years of service).



National Distinction

A record eight 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 eight innovative programs that enhanced county service. The programs were:

Juvenile eFiling Case Expansion (See page 8 for more details)

Deferral Waivers (See page 9)

Court Record Intelligent Capture (See page 10)

Family Court eFiling (See page 10)

Public Webinar Series (See page 11)

Online Marriage License Portal (See page 12)

Data Center Modernization (See page 12)

DTI Support Center (See page 12)



Print Excellence

The Office's 2020/2021 Annual Report was selected for 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 thousands of 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 received a highly prestigious **"Government Experience Award"** from the industry-leading *Gov Tech Magazine*. The publication bestowed the award to the Office for its implementation of an internal and external virtual assistant to assist customers.

Employee of the Year



Andrea Williams was selected as the Office's **Employee of the Year** (EoY). Williams serves in the Criminal Financial Obligations Unit, but during the pandemic volunteered to assist in the Accounting Unit as well, due to staff

shortages. She went above and beyond working in two areas at once to help the Office. 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.

Best in the Valley

General Counsel/Public Information Officer Jessica Fotinos was named **"the Best Public Information Officer in the Valley,"** by a local news publication. In her role with the Office, she assists the media, serves as a legislative liaison, and provides legal advice and guidance.



Top 2

The Billing and Deferral Unit finished in the **top two court agencies** in Arizona who collect 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 **\$1.78 million** this year.



A Few Numbers From This Fiscal Year:

- ◆ **\$47,174,632** - The Office's operating budget
- ◆ **\$612,826** - Daily average of monies the Office processed
- ◆ **7,848** - Daily average transactions through the Office's Cash Management System
- ◆ **506,539** - The yearly total amount of receipts created in the Office's Receipting System, which totalled a record **\$153,819,420**.



- ◆ **Heart to serve on special day.** On Feb. 14 (Valentine's Day), the Office experienced the second highest daily record in the issuance of marriage licenses when Valentine's Day falls on a Monday. A total of **145 couples** purchased a license on that day. The highest Monday Valentine's Day record is 163 in 2011. The all-time Valentine's Day record is 221, which occurred on a Friday in 2014.

◆ **Standing up to serve for Stand Down.** Over the past decade, 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 event was changed from being held over three days to one day. The Office's courtroom clerks attended **154 hearings** for veterans and the Office's Criminal Financial Obligations staff assisted **118 cases** regarding financial matters.

◆ **Serving the community.** This year, Clerk staff donated **\$3,521** to the County's Combined Charitable Campaign, plus **314** pairs of socks to the homeless and **130** new toys for children in need during the holidays.





Resources

Various sources to Office information:

- ◆ **Telephone** - (602) 37-CLERK is the main phone number.
- ◆ **Twitter** - @MaricopaClerk is the Office feed name
- ◆ **Facebook** - Clerk of Superior Court in Maricopa County is the Office Facebook page name
- ◆ **Website** - clerkofcourt.maricopa.gov is the Office's website address
- ◆ **Tiktok** - @maricopaclerk is the Office's Tik Tok account name
- ◆ **Linked In** - Clerk of the Superior Court in Maricopa County is the name for this account
- ◆ **Youtube** - Clerk of the Superior Court in Maricopa County is the name for this account
- ◆ **Email** - cocustomerrelations@mail.maricopa.gov is the Office's email address to make an inquiry about a service or program
- ◆ **Feedback** - help.us.serve@cosc.maricopa.gov is the Office's email address to provide any feedback on service or to send a suggestion
- ◆ **Employment** - clerkofcourt.maricopa.gov/about/employment is the Office's address to learn about and apply for employment positions within the Office
- ◆ **The Brief** - is a publication that is distributed electronically that provides Office information for the legal community. To subscribe, send an email to cocustomerrelations@mail.maricopa.gov
- ◆ **The Case History Index** - is an online publication that provides statistical and historical information about the court cases the Office has handled since 1871. It is available on the [website](#).



Anchor Points

Office Statistics



“I learn something every time
I go into the mountains.”

– *Michael Kennedy*
(Rock climber)



Anchor Points

New Cases Filed

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

Civil	21/22 - 24,450	20/21 - 28,158	19/20 - 26,066
Family	21/22 - 30,296	20/21 - 30,349	19/20 - 31,795
Criminal	21/22 - 53,834	20/21 - 59,258	19/20 - 58,071
Juvenile	21/22 - 10,258	20/21 - 12,031	19/20 - 15,206
Probate/*MH	21/22 - 21,636	20/21 - 20,337	19/20 - 17,518
Tax	21/22 - 671	20/21 - 702	19/20 - 836

*MH - Mental Health

Total New Case Filings - 21/22 = 141,145

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.

External	21/22 - 18,937	20/21 - 21,449	19/20 - 23,797
Internal	21/22 - 52,344	20/21 - 47,536	19/20 - 52,349

Total Alternative Filings
- 21/22 = 71,281



Office Mountain Climber

Samantha, a 2021 Employee of the Quarter, achieved the highest minute entry count for her area as a courtroom clerk.



Anchor Points

Minute Entries

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

Minute Entries created

Adult	21/22 - 465,716	20/21 - 447,135	19/20 - 446,117
Juvenile	21/22 - 59,656	20/21 - 65,177	19/20 - 73,636

MEs emailed for distribution to attorneys, agencies, departments

Adult	21/22 - 1,687,634	20/21 - 1,399,127	19/20 - 1,380,674
Juvenile	21/22 - 249,915	20/21 - 285,404	19/20 - 367,625

MEs printed for distribution to self-represented parties

Adult	21/22 - 268,047	20/21 - 217,234	19/20 - 212,323
Juvenile	21/22 - 37,807	20/21 - 40,692	19/20 - 49,610

Total Minute Entries Created - 21/22 = 525,372
Average MEs Distributed Daily = 8,900



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, which distributes the funds to the obligee.

Withholding Orders Mailings	21/22	13,740
	20/21	13,118
	19/20	14,283



Office Mountain Climber
Willie, a 2021 Employee of the Quarter, deployed an astounding amount of machines for a special technology project.



Anchor Points

Marriage Licenses & Passport Applications

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

Passports

21/22 - 21,361 20/21 - *2,723 19/20 - 25,012

*Service was temporarily suspended during the pandemic

Marriage Licenses

21/22 - 26,694 20/21 - 24,627 19/20 - 21,607

Recording Services

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

Marriage Licenses Recorded

21/22 - 25,737 20/21 - 23,535 19/20 - 20,737

Certified Copies of Marriage Licenses

21/22 - 34,242 20/21 - 32,558 19/20 - 31,049

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

21/22 - 112,700 20/21 - 139,113 19/20 - 119,407

Juvenile

21/22 - 37,018 20/21 - 44,996 19/20 - 20,096



Office Mountain Climber

Cindy, a 2021 Employee of the Quarter, is highly productive in multiple areas of need for Courtroom Services.





Anchor Points

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.

Trust Accounts	Funds Released		
	21/22 - \$40,266,382	20/21 - \$64,351,848	19/20 - \$52,464,550
	Accounts Established		
	21/22 - 10,381	20/21 - 8,956	19/20 - 5,786
	Total Accounts Established		
	21/22 - \$80,469,411	20/21 - \$62,501,128	19/20 - \$47,851,019

Criminal Financial Obligations

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

Monies Disbursed		
21/22 - \$13,072,659	20/21 - \$10,113,431	19/20 - \$9,489,014

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		
21/22 - \$2,287,009	20/21 - \$2,697,984	19/20 - \$3,389,397



Office Mountain Climber

Milan, a 2021 Employee of the Quarter, is known for going above and beyond in his service to the Billing and Deferral Unit.



Anchor Points

Appeals Filed

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

Adult

21/22 - 2,017	20/21 - 2,006	19/20 - 2,344
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Juvenile

20/21 - 328	20/21 - 458	19/20 - 442
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Process Server

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

Tested

21/22 - 41	20/21 - 42	19/20 - 59
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Renewed

21/22 - 73	20/21 - 223	19/20 - 162
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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.

Dispositions

21/22 - 52,481	20/21 - 46,820	19/20 - 54,605
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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

21/22 - 13,141	20/21 - 12,391	19/20 - 11,756
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**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 adjudication process.

Office Mountain Climber

Terra, a 2021 Employee of the Quarter, excelled when handling additional responsibilities in Court Operations during times of need.



Sneak Peak

Quick views of
other Office news



"It is one thing to decide to climb a mountain. It is quite another to be on top of it."

– *Herbert A. Simon*
(Nobel Memorial Prize recipient)



A Look Back

20 Years Ago (from the 2001/2002 Annual Report)



The Superior Court opened the new 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. A few years ago, the filing counter was remodeled and an automated customer service management (called Qmatic) was implemented to more efficiently

serve the increasing amount of customers.

15 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.

10 Years Ago (from the 2011/2012 Annual Report)



In conjunction with Arizona's "Centennial Celebration of Statehood" on Feb. 14, the Office, along with other Arizona Clerks of Superior Court and the Arizona State Supreme Court coordinated a historic Centennial Wedding Ceremony. Ninety-two couples participated in the event by exchanging vows on the steps of the Arizona Supreme Court. The ceremony was presided over by the Chief Justice. Clerk staff members assisted with processing and finalizing the marriage license details.

5 Years Ago (from the 2016/2017 Annual Report)



The Office completed a massive effort to convert 15.6 million pages of paper court documents in older case types into electronic court records. The effort was called the Pre-2002 Adult Case Record Imaging Project. It resulted in the creation of one of the nation's largest Superior Court electronic repositories. In addition, it helped eliminate almost 8,500 square feet of shelving units. Today, the Office has over 77 million electronic images in its repository.

A Look Ahead

2023
2024
2025
2026
2027
2028
2029
2030
2031

Improving the phone interaction experience

The Office is working toward replacing its Interactive Voice Response (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.



Converting records on film into an electronic court record



To further ensure the Office's justice partners, the legal community, and the public have timely access to court records, the Office is embarking on a project to digitally convert select portions of its vast film archive. Although the Office has advanced towards a primarily electronic court record, it still maintains a staggering amount of older Adult case type records on film. Within the Customer Service Center, Clerk's Office maintains over **24,000 rolls of film**, containing images for an estimated **30 – 50 million documents**.

Annually, the Office receives approximately **12,000 records requests** that necessitate pulling film rolls. This digital conversion project will prioritize those document types most commonly requested, which are Marriage Licenses (33% of film requests) and select Criminal Case years (31% of film requests). Through this undertaking the Office will be able to significantly improve the turnaround time for document seeking customers.

Locations

Downtown

East Court,
101 W. Jefferson

Central Court,
201 W. Jefferson

West Court,
111 S. Third Ave.
Phoenix, AZ 85003

South Court Tower

175 W. Madison
Phoenix, AZ 85003

Northeast

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

Northwest

14264 W. Tierra Buena Lane
Surprise, AZ 85374

Customer Service Center

601 W. Jackson
Phoenix, AZ 85003



Downtown Justice Center

620 W. Jackson, Suite 3017
Phoenix, AZ 85003

Old Courthouse

125 W. Washington
Phoenix, AZ 85003

Durango Juvenile

3131 W. Durango
Phoenix, AZ 85009

Southeast Adult

222 E. Javelina
Mesa, AZ 85210

Southeast Juvenile

1810 S. Lewis
Mesa, AZ 85210

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Clerk of the Superior Court's

2021 - 2022
ANNUAL REPORT



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