

# A Beacon of Service

*Continuing to shine  
during changing conditions*

**2019 -2020  
ANNUAL  
REPORT**



**Jeff Fine**

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

*from the*  
**Office of Clerk of the Superior Court**

# Shine Forth

"I am bound to live up to the light I have."  
- Abraham Lincoln

## TABLE OF CONTENTS

Greetings/The Clerk .....	3	Spotlight.....	14
Providing Illumination.....	4	<i>(Office statistics)</i>	
<i>(Leadership)</i>		Back Light.....	19
Designed to Shine.....	5	<i>(Looking back)</i>	
<i>(Structure/Overview)</i>		Bright Prospects.....	20
Highlights.....	6	<i>(Looking ahead)</i>	
<i>(Office achievements)</i>		Where to Look.....	21
Further Glow.....	12	<i>(Office locations)</i>	
<i>(Events, Financial, Resources)</i>			



# Our light will continue to shine forth



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



The phrase, "A Beacon of Service" was selected as the theme for this year's annual report because it symbolizes our unwavering commitment and approach to serving our community despite unprecedented challenges. Like a lighthouse, our Office stood firm amidst the public health emergency of 2020, delivering essential services without pause and acting boldly to promote the safety of our team and customers. Contributing significantly to success in 2020 was an investment that began in 2019 when we initiated comprehensive and data-driven strategic improvement program focused heavily on improving customer experience through modernization, innovation and planning. The public health emergency accelerated this effort, particularly in areas related to expanding our ability to provide service remotely such as: online payments; online case initiation; electronic submission of evidence and exhibits; eFile expansion; a new more intuitive website and so much more. The beacon in our lighthouse is increasingly brighter, helping people to more easily navigate the courts and ultimately promote justice. We continue to act boldly to improve services and efficiency with several projects under way and on the immediate horizon. During this challenging period in our history, the Clerk Team served with distinction, standing firm and helping others... just like a lighthouse. While it would be easy to believe that our job is about documents, data and money while reviewing this report, it is actually and ultimately about serving people, and doing so often at a time most difficult in their lives. Our team contributes significantly to the system that works to protect people, to right wrongs and promote justice. This report illuminates much of what our team accomplished this year. May it be helpful in enlightening you on our purpose, performance, commitment and path over this past fiscal year. While we don't know the forecast of the future, one thing we do know is that we will always keep the light on.

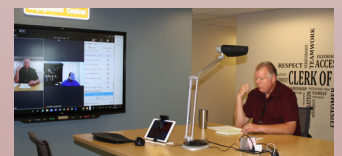
## About the Clerk

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 Univ. professor) and their four children reside.



Jeff conducts a remote meeting with staff



# Providing Illumination

## *The Office Executive Team*

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

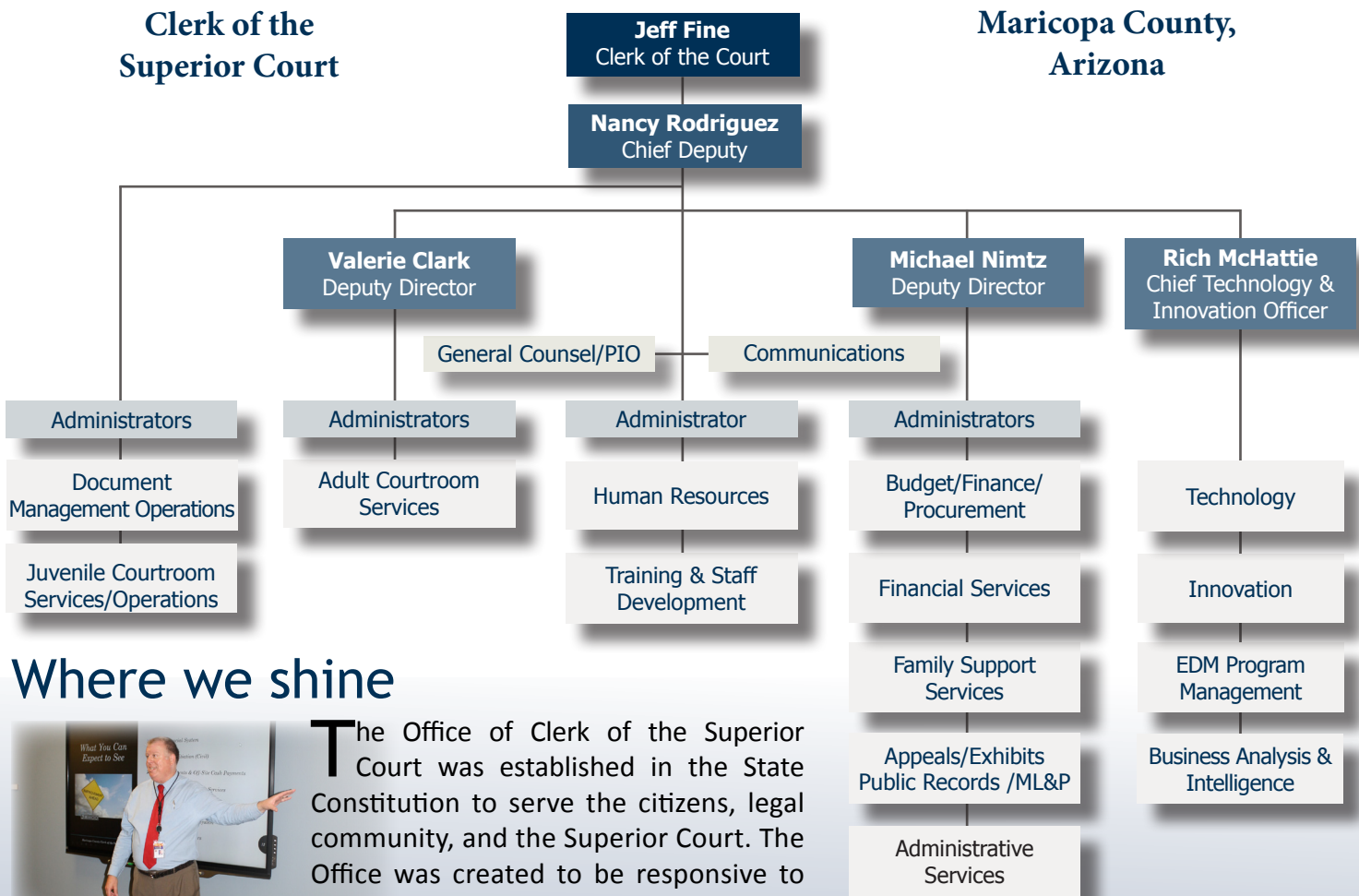


Photo taken in 2019, prior to COVID-19.  
Pictured from left to right are: Nancy Rodriguez (Chief Deputy,  
Mike Nimtze (Deputy Director), Jeff Fine (Clerk of the Court),  
Rich McHattie (Chief Innovation and Technology Officer),  
and Valerie Clark (Deputy Director)

*"Leadership should be like a lighthouse: unwavering, assuring, constant and most of all, a bearer of light to show the way, come rain or shine." - Dr. Moses Simuyemba*

# Designed to Shine

## The Office Organization and Overview



## 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;
- ▷ collect and disburse court-ordered fees, fines, and victim restitution;
- ▷ attend each Superior Court session to record the actions of the court;
- ▷ receive, manage, protect and retain evidence and exhibits for all court cases;
- ▷ 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.



# Highlights

*What's new*

## SOME SIGNIFICANT CHANGES MADE AS A RESULT OF COVID-19

**The Office responded quickly** and boldly to the public health emergency of 2020 to ensure the availability of essential services and the safety of its team and those it serves. Most measures focused on deploying tools that greatly enhanced the ability for customers to remotely obtain services. In addition to promoting continuity and safety, such measures also represented a substantial increase in terms of convenience and access for customers. Among the more significant measures were:

- ▷ new online program for remote application and issuance of marriage licenses;
- ▷ new online portal for remote submission and distribution of evidence and exhibits;
- ▷ substantial expansion of online court document filing programs;
- ▷ rapid development of ability to support courtroom proceedings involving remote appearance of participants;
- ▷ substantial expansion teleworking and teleconferencing programs; and
- ▷ execution of a robust communications strategy providing detailed, up-to-date service information on our public website and through signage.



## NEW FINANCIAL APPLICATION IS SUBSTANTIAL IMPROVEMENT



**The first major Office highlight** this year was the introduction of a new application called RFR (Restitution, Fines, and Reimbursements) that had been planned, developed and tested over several years. RFR is the Office's largest and most complex system. 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 for account balances, payments, payment plans, and payee remit-to addresses. In the first 10 months of New RFR, more than **\$25 million** was processed and **16,844 new cases** were uploaded. New RFR is a huge leap in efficiency and customer service, has many advanced features, increased security, and platforms to develop future projects. The New RFR replaced a 23-year old system.

## NEW WEBSITE LAUNCHED

**A new public website** was launched that streamlined content, improved the design, and made it easier to navigate, especially on a mobile device. The site also offers new options like online chat and the latest Office announcements. It averages **5,000 users** per day. The website address is: [clerkofcourt.maricopa.gov](http://clerkofcourt.maricopa.gov)



## NEW WAY TO ASSIST THROUGH TECHNOLOGY

**A new online tool** to assist customers was introduced called Cleo, which is a Virtual Assistant powered by IBM Watson that interacts with customers through website chat, text messages, and voice first technologies. Cleo is averaging **2,400 conversations** per month with customers on topics such as marriage licenses, office locations, and child/spousal support. In the cases where Cleo is not able to answer, the inquiry is transferred to Live Customer Service Experience Agents.

On average, the Clerk of the Court processes **14,130** documents daily



# Highlights

*New developments*

## FIRST-EVER STAKEHOLDER SURVEY DISTRIBUTED FOR FEEDBACK

**More than 10,000 individuals** that included staff, legal professionals, the Court, public, and other stakeholders were invited by the Office to participate in an unprecedented strategic improvement survey about the Office. The survey results were then reviewed at a Summit with a focus group of 50 Office leaders. The Summit resulted in a comprehensive list of recommendations categorized into five areas that were used to develop a **Strategic Agenda** (see article below). Once the recommendations were finalized, leaders and teams were encouraged and empowered to begin implementing measures in their area to improve the Office, culture, and service...many of which are reported in this publication.



## NEW STRATEGIC AGENDA CREATED TO GUIDE FUTURE ACTIONS

**A Strategic Agenda was created** this year that outlines the major categories of emphasis for the Office including: Leveraging Technology and Innovation, Partnering With Others (judicial branch, other courts, and professional associations), Focusing on the Customer Experience, Employee Engagement, and Communication Initiatives. The new agenda was developed through an Office survey and planning sessions with staff that generated strategic themes and supporting initiatives/projects. The Agenda is used to prioritize development of actionable improvements.



## NEW METHOD DEVELOPED TO SUBMIT EXHIBITS ELECTRONICALLY

**A streamlined electronic exhibits** submission process that provides the capability to submit exhibits online was launched this year as a measure to increase efficiency and assist in creating measures that addressed pandemic concerns. Electronic exhibits are the items the Office receives in hard copy format (like court reports and statements). In its first month of operation, **4,042 exhibits** were submitted. The newly-refined exhibits portal takes only a few minutes to complete and accommodates multiple exhibit uploads in one submission. The process can be utilized by attorneys and the general public. Information on this function is available on the Office website.

## GOING THE EXTRA FILE

**The Office** introduced a new file counter appointment service, which can be booked through the Office's website. The new service allows customers to make an appointment to file their documents or make payments at the non-criminal adult filing counters at any of the following Office locations – Downtown File Counter, Southeast File Counter, Northeast File Counter, and the Northwest File Counter.

An average of **34,706** pieces of paper are filed with the Clerk of the Court each day





# Highlights

## *e-Initiatives*

### ONE MILLION E-FILINGS RECEIVED

**1,023,258 eFiled documents** were received by the Office this year, which is a **nine percent increase** over last year's total. The eFilings were in these case types: Criminal - 639,970; Civil - 192,031; Family - 179,766; Tax - 3,404; and Juvenile - 8,087

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

### MORE THAN 71 MILLION DOCUMENTS NOW A PART OF ECR

**More than 3.3 million documents** were added to the Office's electronic repository this year. The repository currently contains over **71.5 million documents** (electronic court records - ECR). **Fifty-eight government agencies** have been granted access to the electronic repository.

*The Electronic Repository was first created in 1997, when the Office began scanning 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.*

### BENEFICIAL AND GREATLY UTILIZED – ECR ONLINE

**8,548 attorneys** were active in the Office's ECR Online program this fiscal year, and overall there are 15,383 attorneys and 77,083 self-represented litigants active in the program.

*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.*



### THE NEW ELECTRONIC FLOW OF THE WATER CASE

**343,062 hard copy pages** from the largest case for which the Office maintains records for were all backscanned early this year to convert them into electronic format. The case, known as the Water Case, is a lengthy series of proceedings initiated in 1979 designed to determine the water rights in Arizona. The office maintains the claims and provides document access to litigants and the public. Previously, the case was kept only in paper format on shelving units in the Customer Service Center File Room. The monumental task was completed in only a few months time.

The Office's Call Center averages **10,140** calls per month.





# Highlights

## Office News

### THE MOVE TO A DATA CENTER ENHANCES SECURITY

**A highly important initiative** began that when completed in December 2020 will provide for improved reliability, security, and efficiency of the Office's Data Center, which hosts all of the Office applications, files, eFiling, receipting, and OnBase, etc. This action includes the use of all new equipment within a new offsite Data Center that is a leading provider of secure, highly-available data services. Additionally, a backup Data Center will also be equipped with new hardware in a separate facility to ensure disaster recovery capabilities and the availability of access to critical applications. Previously, the office data was in two locations within County facilities.



### COUNTY DEPARTMENT TRANSFERS TO CLERK'S OFFICE

**The Office "collected" a new department** this year...the County Collections Unit (CCU). CCU was a part of Maricopa County's Finance Department, but transferred to the Clerk's Office this year. Comprised of five staff, it is responsible for the management of payments on criminal financial obligations as mandated by Criminal Restitution Orders. CCU processes approximately 20% of all Restitution, Fines, and Reimbursement payments, answers nearly **2,000 calls** per month and establishes and maintains tens of thousands of accounts.

### THE GRAND MOVE OF THIS YEAR

**A grand move** was made this year when the Office's Grand Jury Unit moved from the 1 W. Madison Building to the lower level of the West Court Building. The move was made to provide a more convenient location for staff for their work operations and to provide a better work environment over the older Madison facility. Grand Jury is responsible for the preparation of empanelment of all Grand Juries (County and State), being in the courtroom when the cases are presented to the Court, and taking care of exhibits, record of rulings and motions, among several other tasks. Annually, the Grand Jury Unit processes approximately **12,000 cases**.



### NEW VIDEOS OFFER HELPFUL INFORMATION

**Newly-produced videos** are available on the Office's website at [clerkofcourt.maricopa.gov](http://clerkofcourt.maricopa.gov) for viewing on topics such as the History of the Office, Marriage Licenses, and Helpful Legal Resources, among a few others. The videos are located in the "Press" link.



The Office's Annual Report was selected as the "Best of Class" among county government reports last fiscal year.



# Highlights

## Numbers News

### OFFERING APPOINTMENTS TO PURCHASE A MARRIAGE LICENSE

**15,638 marriage licenses appointments** were made this fiscal year through the Clerk of the Court's newly-implemented Online Appointment service that allows customers to choose a date, time, and location to purchase a marriage license or process a passport application. The locations for this service are the Customer Service Center (in Downtown Phoenix) and the courts at Northwest (in Surprise), Northeast (in Northeast Phoenix), and Southeast (in Mesa).

### MANAGING HOW TO SERVE

**316,548 customers** who visited the Clerk of the Court's Office this fiscal year were served through an automated customer management system called Qmatic. Qmatic eliminates the need for customers to have to stand in line and it also streamlines the process of serving customers.

*First implemented in 2012 in the Downtown location, Qmatic has expanded to the other Office's locations, with Northeast being the most recent addition last year.*



### WORKING TO LOCATE VICTIMS

**Several million dollars in restitution** was disbursed by the Office this year that included **832 payments** to the victims of crime (individuals and businesses) through its Victim Locate Program (VLP).

*In 2009, the Office launched the VLP program to find the victims of crime 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.*



### TERMINALS PROVIDE SERVICE OPTIONS

**Fourteen public access terminals** are available in Clerk of the Court's Customer Service Center 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 Office has approximately **700 employees** working within the organization.



# Highlights

## HONORS

### FIRST PLACE HONORS FOR TAX INTERCEPT PROGRAM

**\$2,177,514** was collected by the Billing and Deferral Unit, which was the highest amount collected among the court agencies in Arizona who participate in 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. It is one of the Office collections efforts. This is the fourth year in a row Billing and Deferral has finished first in Arizona.



### MAKING A "CASE" FOR RECOGNITION

**Nearly 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, 65 employees representing 800 years of experience were honored for achieving a milestone Office anniversary (5, 10, 15, 20, 25, 30, and 35 years of service).



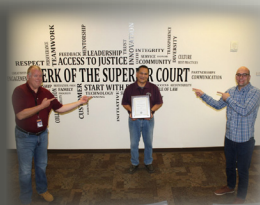
### NATIONAL RECOGNITION FOR INNOVATION

**Two national achievement awards** were presented to the Clerk of the Court's 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 two innovative programs that enhanced county service. The programs were **RFR** (mentioned on page 6), and **eFile Auto Accept**, which automatically creates docket entries from electronically filed documents that are in the court record. This alleviates the staff from manually creating the docket entries.

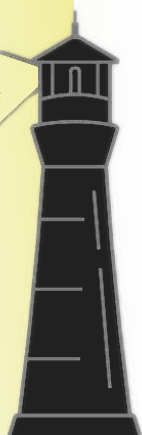
### TWO EMPLOYEES RECEIVE SPECIAL HONORS

**Gene Yamamoto** was selected as the Office's **Employee of the Year (EOY)**. Yamamoto serves as the Facility Coordinator and consistently has made significant contributions to the Office through his work, professionalism, and attitude. 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.

Technology and Innovation Strategist **Aaron Judy** was selected as a recipient of a "2020 Ones to Watch Award" by the CIO magazine and CIO Executive Council. Aaron was recognized as one of the 50 rising national stars in the technology field. The Ones to Watch awards spotlights rising technology leaders who have what it takes to become strategic, C-level business technology executives of tomorrow.



Prior to COVID-19, the Office hosted a meeting for the elected Arizona Clerks of Court. Twelve of the 15 clerks attended and toured the Office for this group's first-ever, historic meeting in the Office itself.



# Further Glow



## EVENTS

### Adoption Day -

The Office participated in Superior Court's **National Adoption Day Event**, which resulted in the adoption of **145 children**.

### Community Spirit -

Clerk staff donated **\$993** to the County's Combined Charitable Campaign, plus **118** pairs of socks to the homeless and **159** new toys for children in need during the holidays.

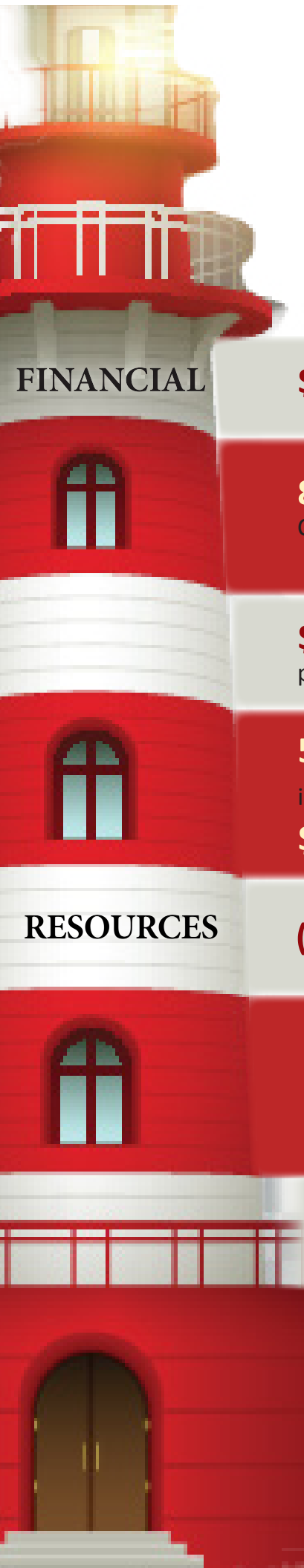
### Valentine's Day -

On Feb. 14 (Valentine's Day), the Office experienced the third highest daily record in the issuance of marriage licenses on the special holiday. A total of **171 couples** purchased a license on Valentine's Day. The all-time Valentine's Day record is 221, which occurred on a Friday in 2014.

### Veteran's Stand Down Project -

Clerk staff worked with Superior Court to participate in the **Arizona Veteran's Stand Down Project** by setting up remote courtrooms to hear cases involving veterans. This year, a total of **137 hearings** and **238 ex-parte motions** were conducted. In addition, the Office's Criminal Financial Obligations Unit completed **118 cases** and the File Counters assisted **125 veterans** with court case issues.

# Further Glow



## FINANCIAL

**\$44,826,585** - the Office's operating budget

**8,132** - the daily average transactions through the Cash Management System

**\$520,384** - the average monies the office processes daily

**552,396** - the amount of receipts created in the Office's Receipting System, which totaled **\$118,252,278**

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

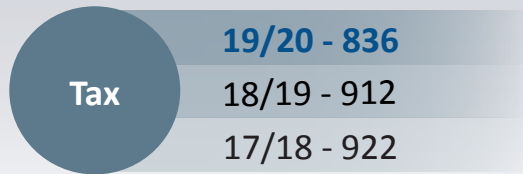
**Website** - the Office's address is [clerkofcourt.maricopa.gov](http://clerkofcourt.maricopa.gov)

**Email** - to contact the Office via email, send an inquiry to: [cocustomerrelations@mail.maricopa.gov](mailto:cocustomerrelations@mail.maricopa.gov)

# Spotlight

## New Cases Filed

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



**Total New Case Filings - 19/20 = 149,492**

## 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.



**Total Alternative Filings - 19/20 = 76,146**

# Spotlight

## Minute Entries (MEs)

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

<b>Adult</b>	<b>19/20 - 448,117</b> 18/19 - 458,650 17/18 - 479,352	MEs created	<b>Juvenile</b>	<b>19/20 - 73,636</b> 18/19 - 76,264 17/18 - 82,170
<b>Adult</b>	<b>19/20 - 1,380,674</b> 18/19 - 1,447,261 17/18 - 1,127,204	MEs emailed for distribution to attorneys, agencies, departments	<b>Juvenile</b>	<b>19/20 - 367,625</b> 18/19 - 399,314 17/18 - 433,926
<b>Adult</b>	<b>19/20 - 212,323</b> 18/19 - 214,295 17/18 - 232,357	MEs printed for distribution to self-represented parties	<b>Juvenile</b>	<b>19/20 - 49,610</b> 18/19 - 52,005 17/18 - 56,478

**Total Minute Entries Created - 19/20 = 521,753**

**Average MEs Distributed Daily = 8,040**

## 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	<b>19/20 - 14,283</b> 18/19 - 20,054 17/18 - 22,356
Mailings	

# Spotlight

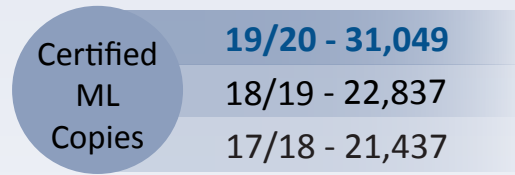
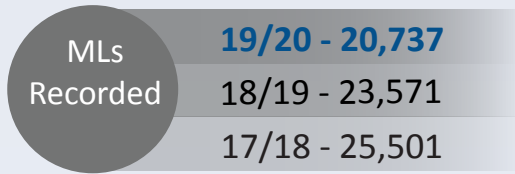
## Marriage Licenses (MLs) & Passport Applications

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



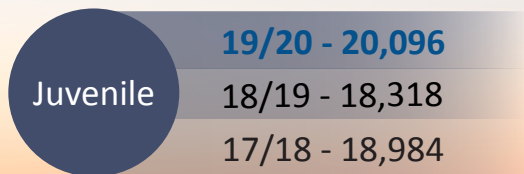
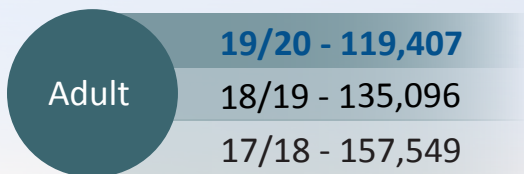
## Recording Services

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



## 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.





# 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.

### Trust Accounts

Funds Released	19/20 - \$52,464,550
	18/19 - \$58,709,335
	17/18 - \$51,383,760

Accounts Established	19/20 - 5,786
	18/19 - 6,253
	17/18 - 5,573

Total Accounts Established	19/20 - \$47,851,019
	18/19 - \$65,363,242
	17/18 - \$38,321,486

## 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	19/20 - \$3,389,397
	18/19 - \$4,336,895
	17/18 - \$3,771,478

## Criminal Financial Obligations (CFO)

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

Monies Disbursed	19/20 - \$9,489,014
	18/19 - \$11,144,775
	17/18 - \$9,678,760

# Spotlight

## Appeals Filed

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

Adult **19/20 - 2,344**

Juvenile **19/20 - 442**

## Process Server

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

Tested **19/20 - 59**

APPLICANTS

Renew **19/20 - 162**

## 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 **54,605** dispositions were reported to DPS

## 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.

The Case currently consists of **11,756** documents

\*\*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.

# Back Light

## Looking back at past Office news from previous annual reports

### 30 Years Ago (from the 1989/1990 Annual Report)

▷ The Office opened an After-Hours Filing Window for customers to file their documents from 6 p.m. to midnight Monday - Friday. **Update** - Ten years later (see below - 1999/2000 Annual Report) this service ended with the introduction of the External Filing Depository Boxes.

### 25 Years Ago (from the 1994/1995 Annual Report)

▷ The Office began accepting credit cards as a form of payment from customers. **Update** - This upcoming fiscal year (FY 20/21), the Office will implement the ability for customers to make payments online.

### 20 Years Ago (from the 1999/2000 Annual Report)

▷ External Filing Depository Boxes were installed in various office locations that allowed customers to file their documents 24 hours-a-day, seven days-a-week. **Update** - Internal Filing Boxes were later introduced as well. Over the past 10 years, **382,023** filings have been received in the External Boxes.



### 15 Years Ago (from the 2004/2005 Annual Report)



▷ In 2005, the Office moved into the 1st floor of the newly-constructed 263,000 square-foot Durango Juvenile Court facility to provide various juvenile-related services. **Update** - Today, the Office has more than 45 staff members serving in the building who work as courtroom clerks, at the file counter, in document management, and in other customer service functions.

### 10 Years Ago (from the 2009/2010 Annual Report)

▷ The Office implemented a new receipting system for itself, Superior Court and Adult Probation that featured increased functionality and enhanced ability to acquire statistical information. **Update** - Since going live in 2009, the grand total of receipts processed through the Receipting System is **7,812,143** for a grand total of **\$1,337,236,720.90**.



### 5 Years Ago (from the 2014/2015 Annual Report)



▷ In the 1970s, the Office began microfilming case files because film was the only acceptable archival medium. Microfilming was implemented so the paper from older cases could be disposed for storage purposes. With the implementation of the Electronic Court Record in the 2000s, microfilming began being phased out and during this year, the last of the Kodak filming machines was sold. **Update** - Today, microfilming of cases has ceased, but customers may view the older cases that were microfilmed on microfiche readers at the Customer Service Center.



*Bright Prospects*

What is coming up

The following items are programs and/or services that the Office has plans to implement in the future. Some of them may have been implemented at the time of this publication, which would be during the next fiscal year (July 1, 2020 - June 30, 2021).

### **Option to make payments online being made available**

A major initiative the Office has envisioned for a while is providing customers the ability to make payments online. Payments have been made at the filing counters, through the mail, over the phone, and across judicial-partner agencies. With the online option, customers will be able to pay deferred filing fees, non-criminal court-ordered fees and criminal fines and restitution through the Office website, which adds greater convenience. Currently, the Office processes approximately 250,000 payments annually. This project will be implemented at the time of this report's publication.



### **Expanding eFiling to new civil case documents**

eFiling has been in existence in the Office since 2003, but it has been limited to post-initiation documents (the subsequent filings after the initial case filings which include notices, motions, responses, replies, etc.). To expand this service, the Office, in partnership with the Arizona Supreme Court, is set to implement for the first time the ability for court-users to eFile new civil case initiation documents. This is expected to provide a 30 percent reduction in processing time and eliminate the need to visit the file counter. It adds convenience for customers and greater efficiency for the Office. This service will be implemented at the time of this report's publication. Expansion of this service to other case types is planned for the future. The service will be provided on the Supreme Court's eFiling portal.



### **Expanding eFiling in the juvenile case type**

eFiling in the Juvenile case type for delinquency cases was implemented not long ago, and now the Office has plans to expand eFiling to the other Juvenile case types. eFiling allows attorneys, and self-represented parties involved with these cases to electronically file the case documents after the case has been initiated.

### **The use of Intelligent Capture technology coming soon**

The Office is working on an Intelligent Capture initiative to leverage the use of Optical Character Recognition and Artificial Intelligence in order 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. Thirty-three percent of document processing labor costs is sorting and barcoding documents. By replacing these tasks with Intelligent Capture, the Office will be able to reallocate those funds to other areas of the office.

### **Electronic Exhibits for Juvenile**



Juvenile Courtroom Services is working to implement the process of Electronic Exhibits. Electronic exhibits are the items the Office receives in hard copy format (like court reports and statements). When the new process is implemented, these exhibits will be received electronically providing efficiency and convenience. The implementation date of this initiative has yet to be determined.

# Where To Look For Us

## **Northwest**

14264  
W. Tierra  
Buena Lane  
Surprise, AZ  
85374

## **South Court**

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

## **Southeast**

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

## **Durango**

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

## **Southeast**

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

## **Northeast**

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

## **Downtown**

**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



Beacon  
of  
Service



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

## 2019 - 2020 Annual Report

(602) 37-CLERK | [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)