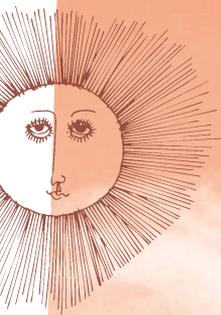


2002-2003
Annual Report

Our Warm Climate

We go the extra smile!



Michael R. Jeanes

Clerk of the Superior Court - Maricopa County

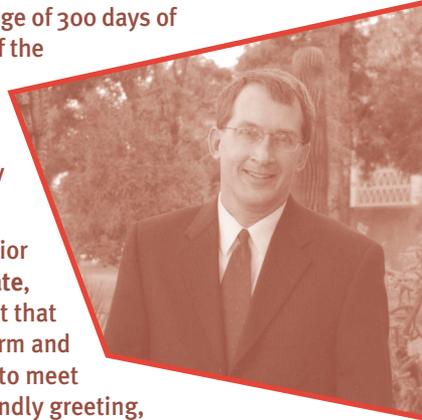


Clerk of the Superior Court's Office 2002 - 2003 Annual Report

Welcome to our "Warm Climate"

If there is one thing that our community is famous for, it's the "warm climate." In fact, we are known as "The Valley of the Sun." According to the Convention and Visitors Bureau, the Phoenix area boasts an average of 300 days of sunshine per year. This "warm climate" is one of the reasons Maricopa County has been one of the fastest growing counties in the nation over the past several years. People from all over the country are attracted to the warm climate and the beauty of the desert.

Likewise, it is our goal at the Clerk of the Superior Court's Office... to be known for our warm climate, only in a different manner. It is our commitment that when people visit us, they will be served by warm and friendly staff members who are ready and able to meet their needs. Whether it is a simple smile, a friendly greeting, a handshake, or even an attentive ear, we hope that our customers recognize that they are welcome here. We hope to provide an atmosphere that shows we care about our customers.



The reasons why people visit our office are varied. Although, many of our customers are facing challenging circumstances in their lives, this doesn't mean that their experience in our office and with our staff should be similar. We hope by providing friendly, professional, warm, and fast service, it will make a positive difference for our customers.

Here at the Clerk of the Superior Court's Office, it is important to us that we go that "extra mile" for our customers, and that we take time to go "the extra smile."

As you read this report, I hope you enjoy learning about our organization, its functions, and activities, all of which reflect our desire to shine brightly in the area of customer service.

Cordially,

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



Our Warm Climate

We go the extra smile!

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Standing Tall

A look at leadership of the Clerk of the Court's Office

“Surround yourself with the best people you can find, delegate authority, and don't interfere.”

-Ronald Reagan

A glimmer of what's ahead!

- Meet the Clerk of the Court*
- Meet the Associate Clerks*

Standing Tall

The person standing up to lead the way

In November 1998, Michael K. Jeanes was elected to the office of the Clerk of the Superior Court by the voters of Maricopa County. In November 2002, he was re-elected to the Office to serve a second four-year term.

Jeanes was born in Chicago, Illinois, but has lived more than half of his life in Maricopa County. He earned a Bachelor of Arts degree in political science from Loyola University in Chicago, and a Master of Public Administration degree from Arizona State University.

Prior to being the Clerk of the Court, he served as an associate clerk within the Clerk's Office for nearly 11 years. Other positions he has held include Court Services Administrator and Management Analyst for Superior Court, and Management Analyst/Project Manager for Maricopa County.

As the Clerk, he is the official record keeper and fiduciary agent for Superior Court and is responsible for leading a staff of 647, supporting more than 120 judges and commissioners, serving a constituency of 3.2 million, and operating an office that serves the fourth largest county in the nation.

Michael is a strong advocate for quality customer service as evidenced by his initiative in taking significant steps toward improving service. Among those steps are forming a Customer Services Division that is devoted to all aspects of customer service, and he personally teaches a customer service class to all new employees. His desire to serve is also reflected in his professional and community involvement, which extends to membership in more than 20 national and local organizations.



Michael's Goals for the office in serving customers

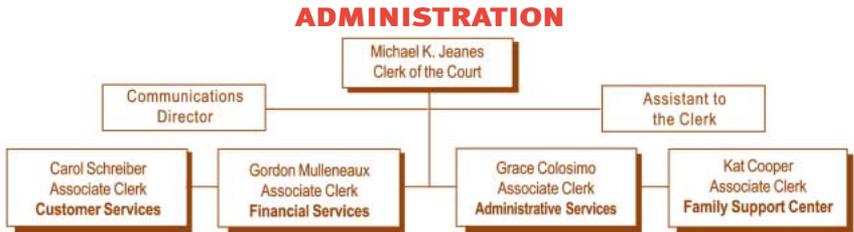
(TO CREATE A WARM CLIMATE FOR CUSTOMERS AND EMPLOYEES)

- 1) BE PROFESSIONAL
- 2) MAKE CUSTOMERS FEEL WELCOME
- 3) BE COURTEOUS
- 4) TAKE OUR CUSTOMERS' ISSUES SERIOUSLY
- 5) FOLLOW THROUGH
- 6) GET TO KNOW OUR ORGANIZATION
- 7) BE A TEAM PLAYER
- 8) ENJOY YOUR WORK



Standing Tall

Standing in support to help lead the way



ADMINISTRATIVE SERVICES DIVISION — GRACE COLOSIMO, ASSOCIATE CLERK

Grace has served in the Clerk's Office for 12 years. For the past nine years, she has been the Associate Clerk for Administrative Services. Prior to this position, she served three years as the assistant associate clerk for the Family Support Center. Her division provides internal support to the Office. This division oversees all technology, budget, human resources, training, auditing, facilities management, and supplies.

CUSTOMER SERVICES DIVISION — CAROL SCHREIBER, ASSOCIATE CLERK

Carol has 28 years experience in the Clerk's Office. In 1999, she was selected as the Associate Clerk for the Customer Services Division. Prior to this appointment, she was the assistant associate clerk for Administrative Services. Her division receives documents for filing; processes cases from initiation and fee collection through archiving; provides support to more than 100 judges and commissioners; processes appeals and exhibits; issues marriage licenses; and processes passport applications. This division also documents court proceedings and distributes rulings.

FAMILY SUPPORT CENTER DIVISION — KAT COOPER, ASSOCIATE CLERK

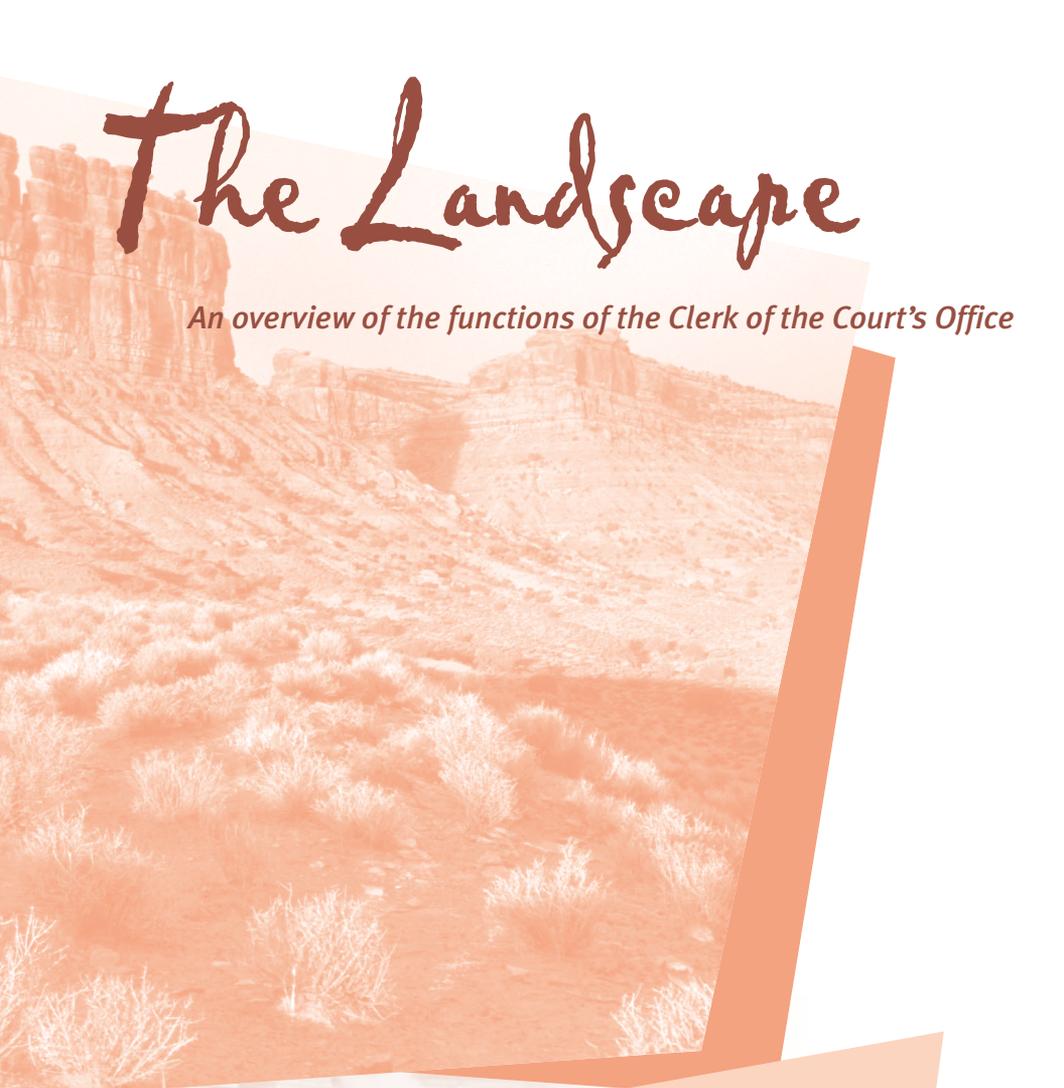
Kat has served in the Clerk's Office for the past nine years as the Family Support Center Associate Clerk. Her previous experience includes working in Conciliation Services, in behavioral health administration, and as a marriage/family therapist. Her division provides services for the public by assisting with the enforcement of parenting time, child support, spousal maintenance, medical and dental insurance and uninsured medical and dental expenses, the establishment and modification of child support, and customer service related to research and maintenance of non IV-D child support payments.

FINANCIAL SERVICES DIVISION — GORDON MULLENEAUX, ASSOCIATE CLERK

Gordon has been a part of the Clerk's Office for 13 years, 12 of which he has been the Associate Clerk. Prior to the Clerk's Office, he worked as an administrator for a law firm in Pittsburgh, Penn. His division performs the statutory fiduciary responsibilities of the Office by collecting fees and fines, allocating funds, disbursing exonerated bonds, processing payments from probationers, and issuing restitution checks to victims.

The Landscape

An overview of the functions of the Clerk of the Court's Office



“The public must and will be served.”

-William Penn

*A glimmer
of what's ahead!*

- Office Overview
- Office Mission and Vision



The Landscape

A view of the office landscape

The Office of the Clerk is one of the oldest of public servants in existence. The office can be traced back more than a thousand years. In America, when the early colonists arrived, the Office of Clerk was one of the first forms of local government they established.

Through the years, Clerks have become the hub of government, the direct link between citizens and their government. Very few offices in county service assist such a wide range of people.

In Arizona, the Clerk's Office, which was established by State Constitution, serves the citizens, the legal community, and the Superior Court. The office was created by the state's founders to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk is an elected official who serves as the official record-keeper of the Court and acts as a safeguard and processor of all monies collected.

Today, Michael K. Jeanes, Clerk of the Court, and his staff serve one of the largest and fastest growing counties in the nation. The Office is committed to quality customer service, innovation, and technological improvements for more efficient service. It is dedicated to being user-friendly and fiscally responsible. The Office has seven locations to serve the public throughout the County.



THE FUNCTIONS OF THE CLERK OF THE COURT SATISFY MORE THAN 500 STATE STATUTES AND COURT RULES. AMONG THE OFFICE'S RESPONSIBILITIES ARE TO:

- * Provide public access to the records of the Superior Court in Maricopa County;
- * Attend each Superior Court session to record the actions of the court;
- * Be the first stop in initiating any Superior Court action in civil, criminal, mental health, probate, tax, family court matters, and juvenile which includes delinquency, dependency, adoption, and severance cases;
- * Collect and disburse court-ordered fees, fines, and victim restitution;
- * Provide various family support services to the public;
- * Receive, distribute, and preserve official court documents;
- * Store exhibits for all court cases;
- * Issue and record marriage licenses; and
- * Process passport applications.

THE MISSION AND VISION OF THE CLERK OF THE SUPERIOR COURT'S OFFICE

MISSION: To provide court-related records management, financial, and family support services to the public, the legal community, and the Superior Court so they can have effective access to the legal process.

VISION: Meeting the needs of our customers before they ask.

The Results

The statistics of the Clerk of the Court's Office



"I long to accomplish a great and noble task, but it is my chief duty to accomplish humble tasks as though they were great and noble."

-Helen Keller

*A glimmer
of what's ahead!*

- Case Filing Statistics
- Marriage License Statistics
- Other Important Statistics



The Results

The statistics gauge

MARRIAGE LICENSES AND PASSPORT APPLICATIONS

The License Services Office is responsible for issuing marriage licenses and processing passport applications.

MARRIAGE LICENSES ISSUED

2000 - 2001 = 27,186

2001 - 2002 = 22,392

2002 - 2003 = 22,346

PASSPORTS APPLICATIONS PROCESSED

2000 - 2001 = 33,165

2001 - 2002 = 24,180

2002 - 2003 = 21,788



EXHIBITS PROCESSED - for Adult and Juvenile Court

The Exhibits Department is responsible for receiving and storing exhibits, transcripts, and depositions for all case categories. The classified materials retained include sealed files, medical records, mental health files, protected addresses, and grand jury materials.

2001-2002 = 109,976

2002 - 2003 = 124,209



NUMBER OF IMAGES FILMED

Micrographics films court case files for permanent retention according to State of Arizona archival standards.

2002 - 2003 = 3,018,809



MINUTE ENTRIES DISTRIBUTED

The Distribution & Duplication Center is responsible for distributing the minute entries for endorsement to appropriate parties.

MINUTE ENTRIES COPIED AND DISTRIBUTED FOR 2002 - 2003

ADULT = 363,664 ADULT CASE MINUTE ENTRY PAGES

JUVENILE = 265,975 JUVENILE CASE MINUTE ENTRY PAGES

ELECTRONIC MINUTE ENTRIES DISTRIBUTED ELECTRONICALLY FOR 2002 - 2003

ADULT = 1,460,256

JUVENILE = 316,950

The Results

CASES FILED

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

FAMILY COURT CASES

2000 - 2001 = 33,054
2001 - 2002 = 32,833
2002 - 2003 = 32,733

CIVIL CASES

2000 - 2001 = 29,152
2001 - 2002 = 31,708
2002 - 2003 = 33,666

CRIMINAL CASES

2000 - 2001 = 27,516
2001 - 2002 = 30,902
2002 - 2003 = 36,238

PROBATE / MENTAL HEALTH

2000 - 2001 = 6,583
2001 - 2002 = 6,691
2002 - 2003 = 6,727

TAX CASES

2000 - 2001 = 1,494
2001 - 2002 = 1,280
2002 - 2003 = 1,363

JUVENILE COURT

2000 - 2001 = 17,936
2001 - 2002 = 17,916
2002 - 2003 = 16,964



TOTAL FUNDS COLLECTED

The Collections Unit is responsible for collecting funds for the Court/County from jury fees, business accounts, deferred copy/filing fees, and providing collection services for non-sufficient funds.

2000 - 2001 = \$909,338
2001 - 2002 = \$907,482
2002 - 2003 = \$1,169,339.24



TOTAL RESTITUTION MONIES DISBURSED

The Criminal Financial Obligations (CFO) Section is responsible for the disbursement of all court ordered financial sanctions including restitution payments to victims of crime. In addition, CFO works to locate the victims of crime who are owed restitution but have lost contact with the court.

2000 - 2001 = \$8,406,996
2001 - 2002 = \$9,239,148
2002 - 2003 = \$9,189,976

The Results

WAGE ASSIGNMENT MAILINGS

Support Finance's responsibilities include processing Orders of Assignment and Orders Stopping Orders of Assignment. The Orders of Assignment along with supporting documentation and instructions are sent to the obligor's employer. The employer is required by law to comply with the court order to either withhold or terminate withholding support money from their employee's wages or other compensation. When the employee's payments are modified or terminated by court order, the employer is notified using the same process. The withholdings are directed to the Support Payment Clearinghouse, which distributes them to the obligee.

2000 - 2001 = 22,233

2001 - 2002 = 22,024

2002 - 2003 = 22,132

(This includes new orders, subsequent orders, and stop orders)



TEMPORARY CHILD SUPPORT ORDERS REFERRED

Among the responsibilities of Support Orders is processing Temporary Orders. Prompted by the filing of a "Petition for Dissolution of Marriage with Children" or a "Petition for Legal Separation with Children," child support amounts are being set promptly pursuant to the Arizona Child Support Guidelines. There is no need to file a request for Temporary Orders or wait for the divorce to become final. This process expedites support payments being sent to families, which can contribute to the self-sufficiency of families and negate the need for public assistance.

2002 - 2003 = 3,846

EXPEDITED SERVICES CONFERENCES HELD

Family Support Center's Expedited Services is committed to helping parents find constructive ways to resolve their disputes so that children may grow up in a healthier climate, and become successful.

2000 - 2001 = 4,105

2001 - 2002 = 4,422

2002 - 2003 = 5,244

(Conferences address the enforcement of parenting time, child support, spousal maintenance, medical and dental insurance and uninsured medical and dental expenses and the establishment and modification of child support.)



**FAMILY
SUPPORT
CENTER**

*Where Kids
Come First*

OTHER STATISTICS

In 2002 - 2003, the Clerk's Office had:

- * 1,291,193 subsequent adult case filings and 176,378 subsequent juvenile case filings (subsequent filings are documents that are filed after the original petition)
- * 911 appeals filed
- * 13,123 notary bond applications processed

What's Hot

The 2002-2003 highlights of the Clerk of the Court's Office



*A glimmer
of what's ahead!*

*"Well done is better than
well said."*

-Benjamin Franklin

- New Services
- Service Improvements
- Awards and Honors



What's Hot



SHINING
SERVICE

Credit card acceptance adds new flare

The Clerk's Office took a big step in providing more convenience to customers by allowing credit cards (Mastercard/Visa) as a form of payment for copies of court records, marriage licenses, filing fees, and the Clerk's portion of the passport application fee. In addition, the Juvenile Division accepts credit card payments for restitution, fines, and other reimbursements.

Previously, the office only accepted a limited number of credit card transactions over the telephone from mostly out-of-state customers. Credit cards may now be used at all of the Office's locations.

Options rise for Fee Deferrals

The Clerk's Office implemented a significant change in the area of Fee Deferrals to standardize and improve the procedure for customers and the Court. Fee Deferrals are allowed by law for individuals who are financially unable to pay their court fees at the time of filing.

Under the new process, requests for a deferral are reviewed using strict guidelines based on the U.S. Poverty Guidelines to determine the need for the deferral. This process also provides court officials with different options in determining a payment schedule for the customer whose request is approved. Those options are:

- * For applicants whose income does not exceed 150% of the established poverty guidelines, a full Fee Deferral is given until the case is completed; then the court determines what fees will be paid, if any.
- * For applicants whose income is greater than 150% but less than 175% of the established guidelines, \$10 per month is paid until the amount is paid in full.
- * For applicants whose income is greater than 175% but less than 225% of the established guidelines, 25-percent of the fee is paid upfront, and the remaining amount is paid over the next three months.
- * For applicant's whose income is greater than 225% of the established guidelines, the full amount is paid at the time of filing. In this case, the full payment is required at the time of filing and the applicant's request for a deferral is denied.
- * A review procedure by a judicial officer is established for exceptional cases.

On-line Suggestion Box provides ideas to improve service splendor

To further improve service, the Office developed a Website Suggestion Box for the public to provide feedback about the office. The Box is accessible by visiting the website at www.clerkofcourt.maricopa.gov and selecting "Feedback."



SHINING
SERVICE

What's Hot

New Internal Filing Boxes are a warm welcome

The Clerk's Office expanded its Alternative Filing Service by installing internal filing depository boxes at the Downtown Probate and Family Court Filing Counters. The Internal Filing Boxes are available from 8 a.m. - 5 p.m., Mon.-Fri. and allow customers to file their documents (except for Juvenile) without having to stand in line at a filing counter. The office also has internal filing boxes located in the Downtown Distribution Center and in the lobby of the Southeast Court in Mesa.

The Office also offers two external filing boxes that are available 24-hours a day, seven days a week, which are located at Mesa's Southeast Court entrance, and in the Madison Street Parking Garage in Downtown Phoenix.

Electronic Minute Entry Program sparks interest among law firms

The Office continues to expand its Minute Entry Electronic Distribution System (MEEDS) by enrolling interested law firms into the new program. MEEDS is a program that automates the entire court minute entry process for adult and non-confidential cases by sorting and electronically sending the entries from the court to the court docket, to the website, and now to all interested law firms.

Currently, there are 181 law firms representing more than 2,000 attorneys who are enrolled in the program. MEEDS is providing law firms faster service and is saving the Office considerable time and costs in mailing and printing. Prior to MEEDS, all minute entries were manually printed, sorted by staff, and either mailed or placed in an area for pick-up.

Service in a new area arises for the office

On January 1, 2003, the Clerk's Office assumed oversight of the Maricopa County portion of the Private Process Server program that is administered by the Supreme Court. The duties that accompany this new responsibility are processing the applications for all initial and renewal applicants and issuing identification cards, administering tests to initial applicants, receiving complaints from the public regarding certified process servers and maintaining the database of certified process servers in the Maricopa County.

WARM CLIMATE EXPERIENCES — ANSWERING THE CALL OF DUTY

COMMENTS FROM THE PUBLIC ABOUT EMPLOYEES WHO ANSWERED THE CALL OF DUTY.

- 1) "Great job with customer service. They went over and beyond the call of duty."
- 2) "I got the best customer service I have had in years."
- 3) "The clerk bent over backwards and went out of her way to help."
- 4) "They go all out to help people. I could not have asked for more."
- 5) "The clerk's smiling face and personal service showed me she cared about my needs."



What's Hot



**HOT
TECHNOLOGY**

Implementation of an Electronic Document Management System continues to heat up

With the vision of providing faster and more efficient service, the Office is continuing its efforts to implement an Electronic Document Management System (EDMS) that will revolutionize how the court does business. One of the most critical, long-term objectives of the Clerk's Office has been to develop a more effective and more efficient means of supporting the operations of Superior Court by replacing the official court record with electronic documents and images. Court records will be accessible remotely and simultaneously by all users, and workflow and document routing will be automated to maximize the efficiency of court operations.

In January, 2002 the Office took a major step in making electronic court records a reality when it began scanning the paper documents it receives for filing for Criminal, Civil, Family Court, Mental Health, and Tax case types (Probate documents have been scanned since December, 1997). The Office has continued building a repository of images throughout 2003, which now contains over 3.5 million documents, and has expanded the user base to more than 400 Court and Clerk's Office personnel.

Efforts are now underway to develop the automated workflows that will route electronic documents throughout the Office, and a public access and print module is being tested for deployment at the Customer Service Center.

Statistical information available in a flash through one source

The Information Technology Group developed a web based program called, Clerk's Office Information Repository (COIR) that captures key office information to help staff track and monitor statistical data to aid in determining office performance and productivity levels. This database provides a single source to obtain information when management staff and others seek to quantify the activities of the Office. The new program eliminates duplicate statistical reports, enhances research capabilities for staff, and ensures consistency.

SPINNING A NEW-LOOK WEBSITE

The Family Support Center has spun a new look on its website – www.familysupportcenter.maricopa.gov this year. The office redesigned the site to be more user-friendly, improve its appearance, and provide new features. The new features include: sections on frequently asked questions, parental information, employer information, and links to related sites such as fees, forms, and resources.





**HOT
TECHNOLOGY**

What's Hot

New website feature brightens chances to find those owed money

The Office introduced a new on-line service that is helping the public and businesses recover money that is owed to them. The new website feature is available under "Unclaimed Property" on the Office's website at: www.clerkofcourt.maricopa.gov.



It is designed so that users can simply enter their name or the name of their business to see if the Clerk's Office has any court-ordered restitution monies or assets belonging to them. If so, they can print and complete the forms, and either fax them (602-506-5127) or mail them to the Criminal Financial Obligations Unit (CFO) at 201 W. Jefferson, Phoenix, AZ 85003.

Frequently, individual victims of crime who are owed restitution move without notifying the Office. The CFO staff make significant efforts to locate those people who are owed money. However, with this new interactive web program, it increases and enhances the staff's chances in locating victims.

Currently, the Office has approximately \$650,000 of unclaimed monies and assets that it is holding for crime victims.

XML Project X -pedites process of criminal data work

The office implemented a new computer program language that greatly reduces the amount of redundant data entry for the Criminal Financial Obligations Unit (CFO). Called the XML (eXtensible Markup Language) Project, this program is designed to pull specific data from criminal minute entries and automatically integrates this data into the CFO records. Therefore, the CFO staff has less data to enter when initiating a case because much of the information already has been electronically recorded. The next phase of this project is to expand it to all sentencing minute entries.



WARM CLIMATE EXPERIENCES — FAST SERVICE

COMMENTS FROM THE PUBLIC ABOUT EMPLOYEES WHO PROVIDED PROMPT SERVICE.

- 1) "The most excellent and speedy service."
- 2) "Very fast, knowledgeable, and very helpful."
- 3) "They expedited my needs and clarified my questions. A very positive experience."
- 4) "I came in at 4:50 p.m. and was finished by 5 p.m. The clerk was pleasant and helpful."
- 5) "Very fast and efficient service. Personnel is helpful. I'm impressed with the fast copying and file pulling."
- 6) "The clerk is the most efficient and courteous person. She knows the meaning of hustle and helpful."

What's Hot



**BRIGHT
DEVELOPMENTS**

Cases have a number of things in common

The new year brought a new criminal case numbering system to the Clerk's Office and to several other county criminal justice agencies. The new system, called the Common Case Numbering System (CCN), streamlines the case numbering of criminal cases for all law enforcement/justice agencies as they flow through the court system.

The concept behind the effort is that the case number is consistent in every agency and in every stage of the case. Prior to CCN, each agency had a different number assigned to the exact same case.

With the implementation of CCN, it reduces duplicate manual data entry in the various agency systems, reduces data entry errors, reduces delay in case flow and case processing, and facilitates the ease of case initiation and updating, among many other things.

- * The new format of the case number is:
- * A two-digit alpha case type prefix – CR (Criminal) or LC (Lower Court);
- * A four-digit year designator – 2003;
- * A six-digit case number – 123456;
- * A three-digit defendant identifier – 001;
- * In addition, there is a two-digit alpha location identifier following the number to tell the facility where the case is assigned, such as SE (Southeast); and
- * The number is displayed and prints as follows: CR2003-123456-001 SE



New Center created to spark possible case settlement

The Clerk's Office was actively involved with the Superior Court in implementing a Initial Pretrial Conference Center (IPTC) that is designed to see if the State and defense council can come to an agreement on a case prior to it going to trial. The IPTC is set up so that the parties of a case meet 35 days after the Not Guilty Arraignment.

Prior to the IPTC's date, the Defendant and his/her counsel should have met to review the charges and discovery provided to-date, as well as discuss any plea offer being extended. In addition, the State and defense counsel should have met to resolve or narrow the case issues. When the Initial Pretrial Conference occurs, the Defendant advises the Court whether he/she wants to enter a change of plea or proceed to trial with the assigned trial judge.

Each IPTC's morning calendar typically contains 35 initial pretrial conferences. Each IPTC's afternoon calendar typically contains three settlement conferences and 10 change of pleas. Two judicial officers are assigned to the IPTC and the Clerk's Office provides courtroom clerk coverage.



What's Hot

Pilot project provides ray of hope for future filing

The Office began participating in a pilot project this year called Complex Civil Litigation that allows participating parties to electronically file their documents with the Court, and enables the Court to electronically correspond with the parties. The project involves complex civil cases where there are multiple parties, cases, or issues. The parties involved in the case must agree to participate in the project and the case must meet the criteria to be eligible. The pilot is scheduled to last two years.

Streamlining the probation hearing process

The Superior Court opened a new Probation Violation Center (PVC) wherein all cases of individuals who have violated their probation are being heard. Prior to the PVC, these matters were handled at various courts across the Valley. Now, the PVC streamlines these hearings into one court, which is located in the Downtown Phoenix Superior Court Complex. The PVC also benefits the Sheriff's Department, Adult Probation, County Attorney and Public Defender by reducing their travel time and logistic problems in dealing with these cases.

The Center consists of two court hearing officers, a judge, and five courtroom clerks. It is an extremely high volume court that runs five days per week.

NEW LEGISLATION THAT IMPACTS THE OFFICE

During the 2003 Arizona Legislative Session, the Office was focused on several bills that had potential impact on the Office. One of those bills that passed is HB2520, which makes changes to statutes governing jury service. One change in that bill includes a surcharge that will be added to most court filing, appearance, and clerk fees to create a "lengthy trial fund" that will help compensate jurors who sit through trials of more than 10 days.



WARM CLIMATE EXPERIENCES — NOT THE TAIL END

THIS ANNUAL REPORT IS NOT THE TAIL END OF INFORMATION FOR THOSE WANTING TO KNOW MORE ABOUT THE CLERK'S OFFICE. THE OFFICE HAS SEVERAL OTHER MATERIALS AND RESOURCES AVAILABLE TO ASSIST THE PUBLIC IN EXPERIENCING ITS WARM CLIMATE. THEY ARE:

- * "Doing Business with the Clerk's Office" - a guide to office services and procedures.
- * "Case History Index" - a statistical publication about the court cases filed with the office.
- * "Family Ties and Knots" - a video series and booklet designed to present parents with resources and information specific to separated and divorced mothers and fathers.
- * Family Support Center Brochures - two brochures that explain the services and benefits of the Expedited Services and Support Services Divisions in the Family Support Center.
- * The Website - www.clerkofcourt.maricopa.gov, which provides on-line services and information.



What's Hot



WARM
ENVIRONMENT

New Northwest Regional Center sparkles

The biggest addition to the Clerk's Office, which occurred at the beginning of the fiscal year, is the new 25,000 square-foot Northwest Regional Center (NWRC) in Surprise, Arizona. The new facility, located at 14264 West Tierra Buena Lane, was constructed to make court services more accessible to Northwest Valley citizens.



The Clerk's Office has a Filing Counter where the public can file Probate, Civil and Family Court cases. The Filing Counter is open 8 a.m. to 5 p.m. Monday - Friday. Cases filed at the NWRC are distinguished with a numeric 07 preceeder in the case number (example FC2002-074567). Juvenile and initial criminal filings are not accepted at this new facility.

The Office also offers Expedited Service Conferences, as well as Support Orders Guideline and Calculation Appointments at the facility. In addition, the office provides courtroom clerks to serve the four NWRC's court divisions.

Bigger, better, brighter office at Southeast Juvenile

The Southeast Juvenile Office moved to a bigger, better, and brighter place this past year. The staff moved from their office space at the entrance of the SE Juvenile facility at 1810 S. Lewis to a new area in the same building that has twice the filing space, more work room, and even better lighting. In addition, the new work area has three public windows to serve customers, a more professional appearance, a small conference room, a lobby for customers, and enhanced security. The move was made as part of the construction and remodeling work being done at the facility.

Remodeling provides new luster to older office areas

In an effort to modernize, professionalize, and increase storage in the work environment for staff and the public, several areas in the Office were reconstructed including: Personnel, the Mailroom, Southeast Juvenile, Durango Juvenile, Administration, Training, Docket, and Durango Juvenile. Much of the remodeling work was completed with surplus, which resulted in a significant cost savings for the Office.



What's Hot

Records on Water Case continue to rise

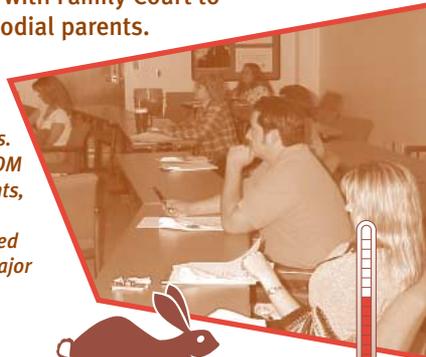
The Arizona General Stream Adjudication is a lengthy series of proceedings designed to determine the ownership of surface water rights in Arizona. Since Maricopa County is where the largest number of potential claimants reside, the Clerk's Office is entrusted with the record keeping for the entire adjudication process. Specifically, the Office maintains 80,500 claims and provides document access to litigants and the public.

Since its initiation in April 1979, the Gila River adjudication cases, currently being administered by the Honorable Eddward Ballinger Jr. and Special Master George A. Schade, consist of 349 volumes which contain a total of 5,596 documents.

Parental Conflict Resolution Class spotlighted for Federal study

The Federal Office of Child Support Enforcement in the U.S. Department of Health and Human Services selected Family Support Center's (FSC) Parental Conflict Resolution class as an official study site for evaluating Access and Visitation Grant-funded programs. The Parental Conflict Resolution class was created by the FSC and developed and implemented with Family Court to promote access between children and their non-custodial parents.

The Training Office broadened its scope this year by introducing some new alternative learning avenues to better serve employees. The Office expanded its webcast presentations, introduced CD-ROM training modules and on-line video presentations and assessments, strengthened its technical training capabilities, and increased accreditation for on-the-job training programs. They also expanded consulting services and provided vital and in-depth support to major office initiatives.



WARM CLIMATE EXPERIENCES — HAVING THE "HOP TO IT" TO HELP

Clerk employees showed they are not only dedicated to their work, but also to the community they work in. Here's how:...staff donated more than \$4,500 to the County Combined Charity giving campaign, which assists non-profit agencies; they adopted five families consisting of 20 children and provided them with gifts, clothing, and food certificates during the holiday season; they donated 230 pairs of shoes and 171 pairs of socks for the homeless; they donated 6,106 items of clothes, books, and toys for individuals in need; and they shipped 11 boxes of items to support the troops during Operation Iraqi Freedom.

What's Hot



**SIZZLING
AWARDS**



Glistening reviews for Annual Report

The Public Affairs Office received national recognition for its production of the 2002-2003 Annual Report (titled "Service Driven") from three different organizations. First, the International Association of Business Communicators presented the report a "Copper Quill Excellence Award" in an annual competition among local businesses, organizations, and governments. Next, the report received two awards from the National Association of County Information Officers – a "Best of Class Award" among all county government annual reports and a Meritorious design award. Finally, the Awards of Publication Excellence Program, a national competition, bestowed an "Award of Excellence" on the report.

Permanent award for Temporary Support Order Program

The Family Support Center's Temporary Order Program (TOP) received an Achievement Award from the National Association of Counties (NACo) this past year. NACo recognized the TOP for being innovative and improving service to the public. The TOP establishes temporary child support orders without additional petitions, and in many instances, without a hearing. The program also expedites financial assistance to children when a dissolution or legal separation is pending.

Employee's efforts gleam in the area of child support

The Family Support Center (FSC) received a distinguished award from the Arizona Family Support Council when they selected FSC Administrator Anje Anderson as their "Clerk of the Year." Anderson was selected for her significant contributions to the field of child support. Specifically, this past year she coordinated support arrearage calculation program that satisfies both IV-D and non IV-D criteria.

Service to the community has outstanding glare

Communications Director Cari Gerchick was selected as the "Outstanding Young Lawyer" by the State Bar of Arizona. Cari, who is an attorney, was recognized for her outstanding efforts in law-related service to the community.

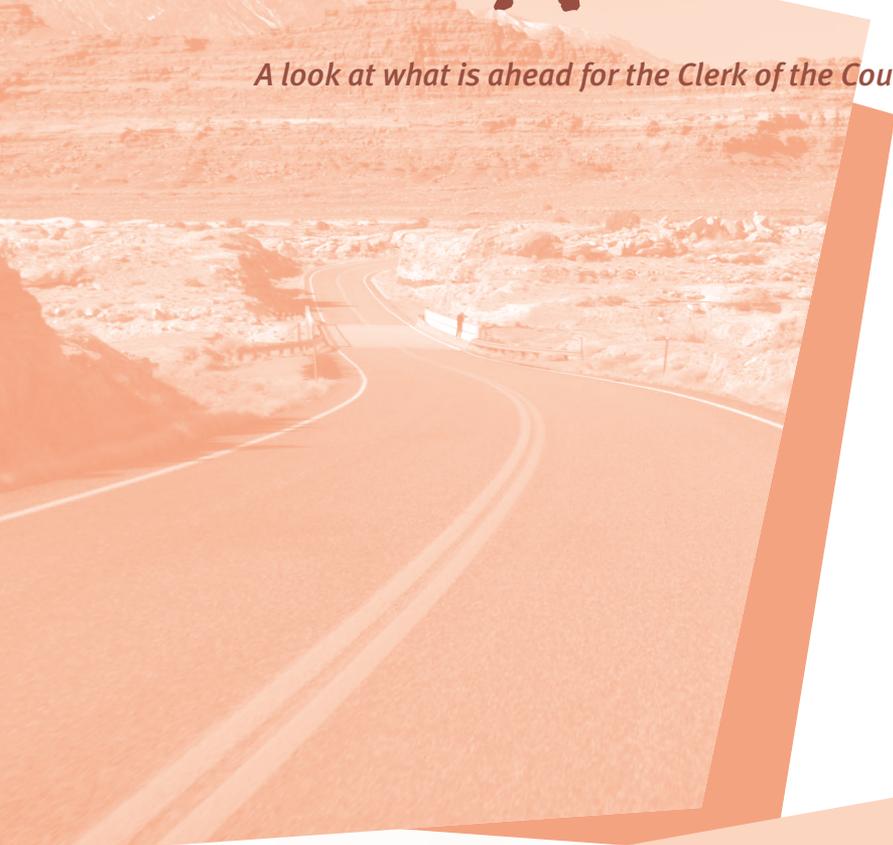
Website linked to first place honor

The Clerk's Office website received a first place award in the National Association of County Information Officers annual contest for county government communication projects. The Clerk's website (www.clerkofcourt.maricopa.gov) provides on-line court services and information.



On the Horizon

A look at what is ahead for the Clerk of the Court's Office



*"I feel the greatest reward
for doing is the opportunity
to do more."*

-Dr. Jonas Salk

*A glimmer
of what's ahead!*

- New Juvenile Center*
- E-Exhibits*



On the Horizon

Gleaning information now in preparation for new DUI Center

The Clerk's Office is actively involved with the Superior Court in planning a Consolidated DUI Center that will be designed to consolidate aggravated DUI cases into one court/calendar. The intent of the program will be to streamline DUI case processing, reduce time to disposition, reduce pre-trial incarceration time for in-custody defendants, increase the chances of settlements and changes of plea, increase the trial judge's availability for other work, and to create a team approach specializing in DUI cases.

The DUI Center is projected to begin in the next fiscal year.

Shimmering new Juvenile Center coming

A new Juvenile Court Center is being built at the Maricopa County Durango Complex. The three-story building will have 12 courtrooms and include offices for the Clerk of the Court, County Attorney, Public Defender, Juvenile Probation, and Juvenile Court. It will be located just west of the current Juvenile Court facility.



Policy planned to blaze way for e-exhibits

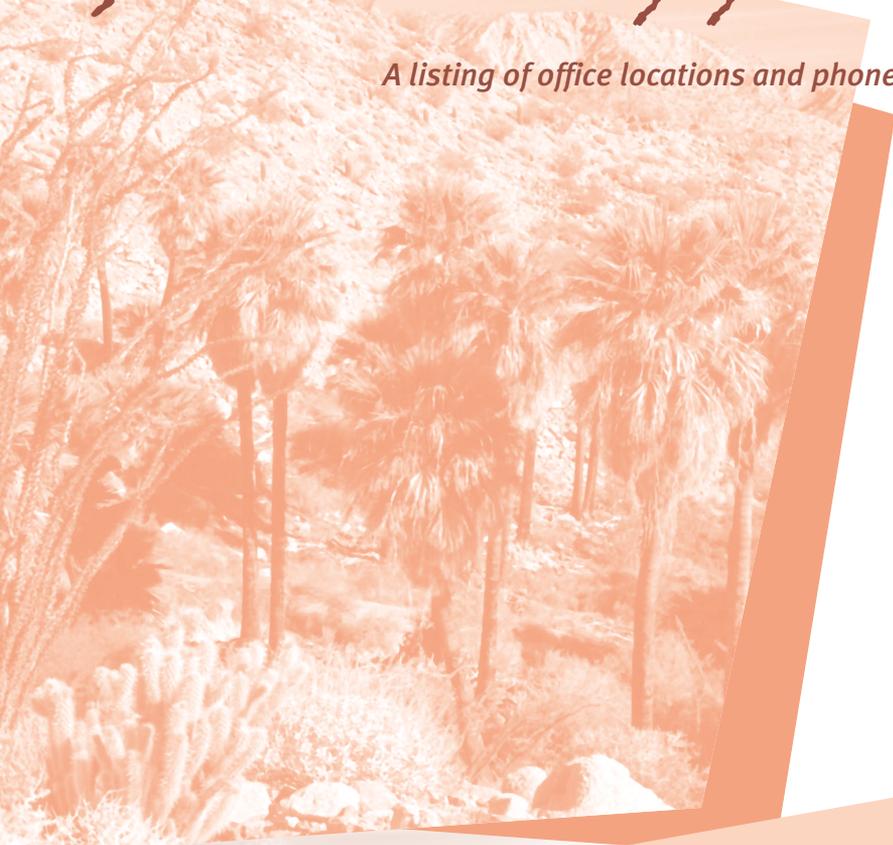
With the recent construction of several Superior Court Electronic Courtrooms, and the continued advances in information technology, the Clerk's Office is developing a new policy for processing and retaining electronic exhibits, or e-exhibits. The new policy will be necessary so that the office can properly process and retain exhibits when they are presented in an electronic format.

When the new policy is implemented, parties will have the ability to utilize e-exhibits in the courtroom without any need to provide hard copies to the Clerk for purposes of record keeping and retention. In addition, the Clerk will make available e-exhibits for viewing from the Exhibits section. The policy will provide for the use of e-exhibits in open court while keeping the legal requirements for court exhibit management and retention in tact.

The Clerk of the Court's Office will have areas in the new Juvenile Center on the 1st floor for a filing counter, payment windows, file maintenance, distribution, appeals, exhibits, and courtroom clerk staff.

Service Oasis

A listing of office locations and phone numbers



*“Do right. Do your best.
Treat others as you want
to be treated.”*

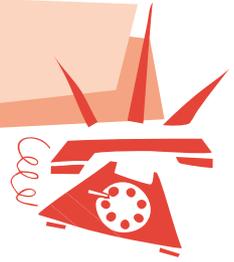
-Lou Holtz

*A glimmer
of what's ahead!*

- Customer Service Locations
- Marriage License Locations
- Passport Application Locations



Service Oasis



Service Destinations

CUSTOMER SERVICES

- Central Court Building, 201 W. Jefferson Street (Phoenix) (602) 506-3360
- Customer Service Center, 601 W. Jackson Street (Phoenix) (602) 506-3360
- Automated Support Line (602) 506-1900
- Family Support Call Center (602) 506-3762
- Northwest Regional Center, 14264 Tierra Buena (Surprise) (602) 506-3676
- Old Courthouse, 125, W. Washington (Phoenix) (602) 506-3763
- Southeast Regional Facility, 222 E. Javelina Avenue (Mesa) (602) 506-3360

JUVENILE COURT SERVICES

- Southeast Facility, 1810 South Lewis (Mesa) (602) 506-2850
- Durango Facility, 3125 West Durango (Phoenix) (602) 506-4041

MARRIAGE LICENSES & PASSPORT APPLICATIONS

- Customer Service Center, 601 W. Jackson (Phoenix) (602) 506-7400
- Southeast Facility, 222 E. Javelina Avenue (Mesa) (602) 506-2125

MARRIAGE LICENSES – JUSTICE COURTS

- Buckeye, 100 N. Apache #C (602) 506-8118
- East Mesa, 4811 E. Julep #128 (480) 985-0188
- Gila Bend, 209 E. Pima (928) 683-2651
- Glendale, 5222 W. Glendale (623) 939-9477
- Maryvale, 4622 W. Indian School #D10 (623) 245-0432
- Northeast Phoenix, 10255 N. 32nd St. (602) 494-0620
- Northwest Phoenix, 11601 N. 19th Ave. (602) 506-3968
- Peoria, 7420 W. Cactus (623) 979-3234
- Scottsdale, 8230 E. Butherus Dr. (480) 443-6600
- South Phoenix, 217 E. Olympic Dr. (602) 243-0318
- Tolleson, 9550 W. Van Buren (623) 936-1449
- Wickenburg, 155 N. Tegner, Suite D (602) 506-1554

MARRIAGE LICENSE/PASSPORTS – CITY CLERK

- Chandler City Hall, 55 North Arizona Place, #203 (480) 782-2180

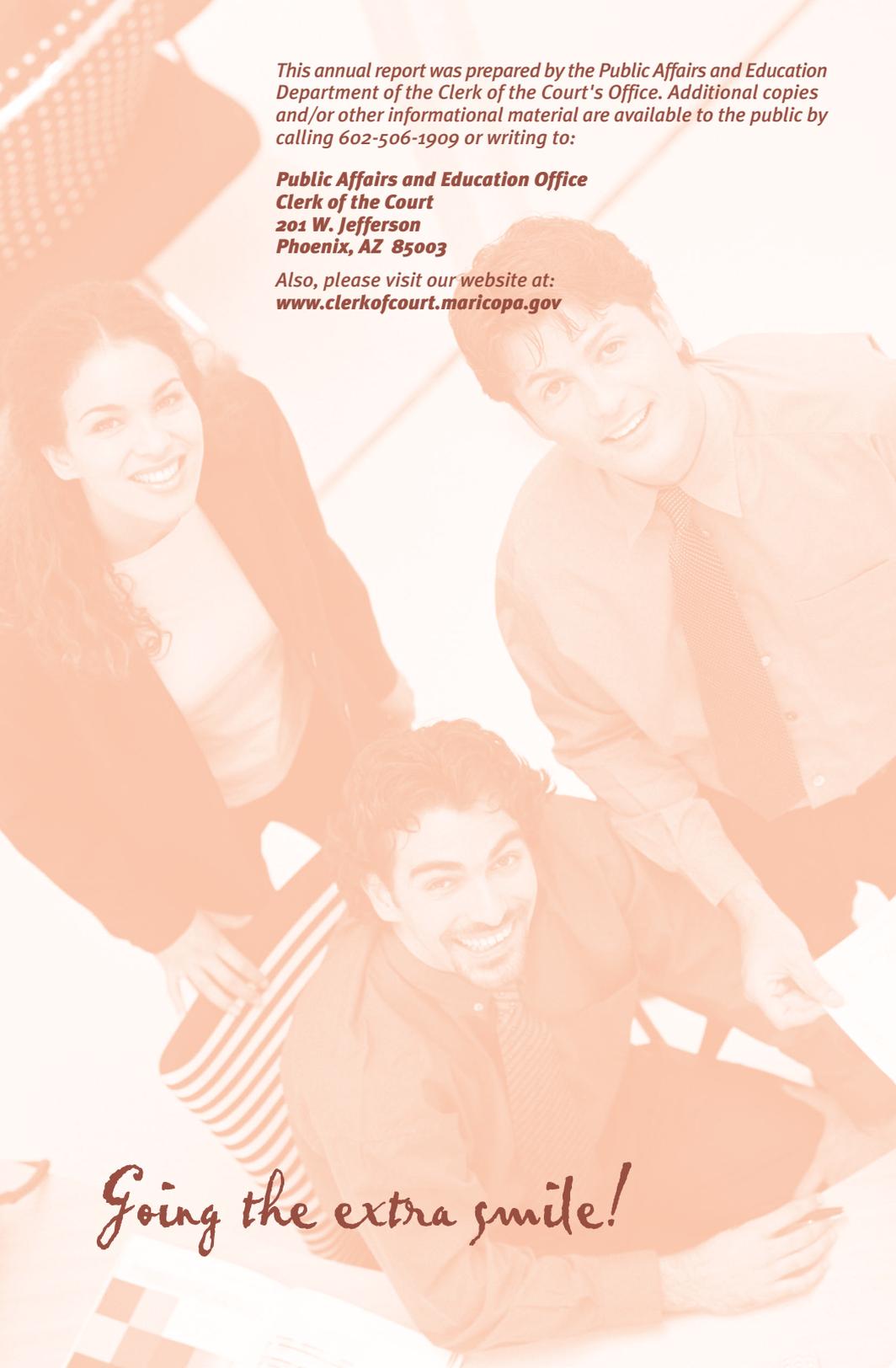
PASSPORTS ONLY

- Arabian Citizen Center, 10817 E. McDowell (Scottsdale) (480)-312-6280
- Arizona State University, 951 South Mill (Tempe) (480)-965-0877
- Chandler City Clerk, 55 N. Arizona Place, Suite 203. (480) 782-2180
- Fountain Hills Post Office, 16605 E. Ave. of Fountains (call for times) (480) 837-4812
- Glendale City Hall, 5850 W. Glendale Ave. (Wed. only) (623) 930-3260
- Goodyear Post Office, 875 S. Estrella Parkway (call for times) . . (623)-882-9148
- Mesa Four Peaks, 9855 E. Southern Ave (call for times) (480)-357-3806
- Papago Citizen Service Center, 7111 E. McDowell (Fri. only) (480)-312-7900
- Phoenix Main Post Office, 4949 E. Van Buren (By appoint. only) (602)-225-3158
- Scottsdale City Hall, 3939 Civic Center Plaza (call for times) . . . (480) 312-2412
- Sun City Post Office, 9802 W. Bell Rd. (Sun City) 1-800-275-8777



My sun sets to rise again.

-Robert Browning



This annual report was prepared by the Public Affairs and Education Department of the Clerk of the Court's Office. Additional copies and/or other informational material are available to the public by calling 602-506-1909 or writing to:

**Public Affairs and Education Office
Clerk of the Court
201 W. Jefferson
Phoenix, AZ 85003**

*Also, please visit our website at:
www.clerkofcourt.maricopa.gov*

Going the extra smile!