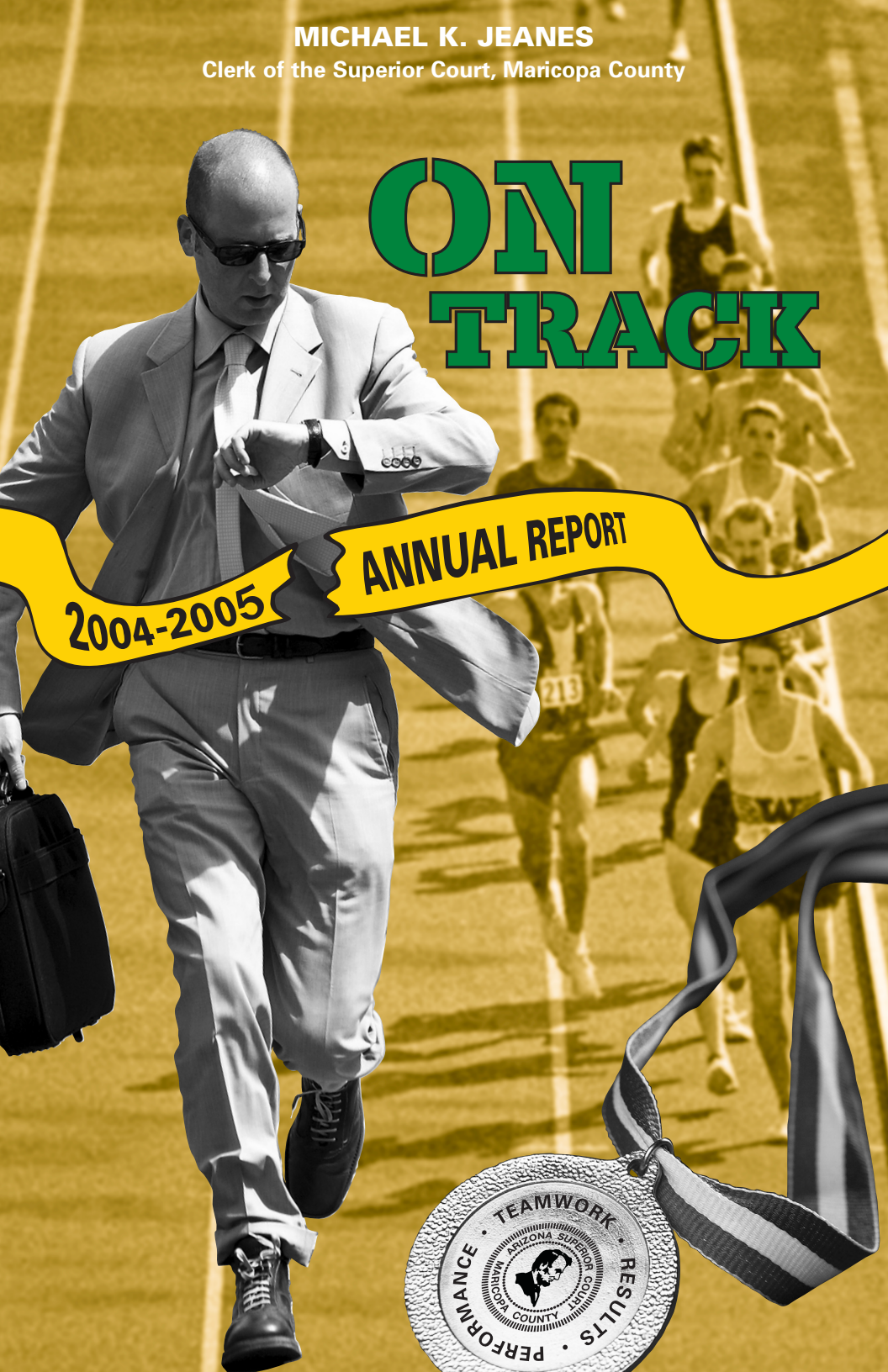
MICHAEL K. JEANES
Clerk of the Superior Court, Maricopa County

ON TRACK

2004-2005 ANNUAL REPORT



ON YOUR MARK,

GET SET,

GO!

THE COURSE AHEAD

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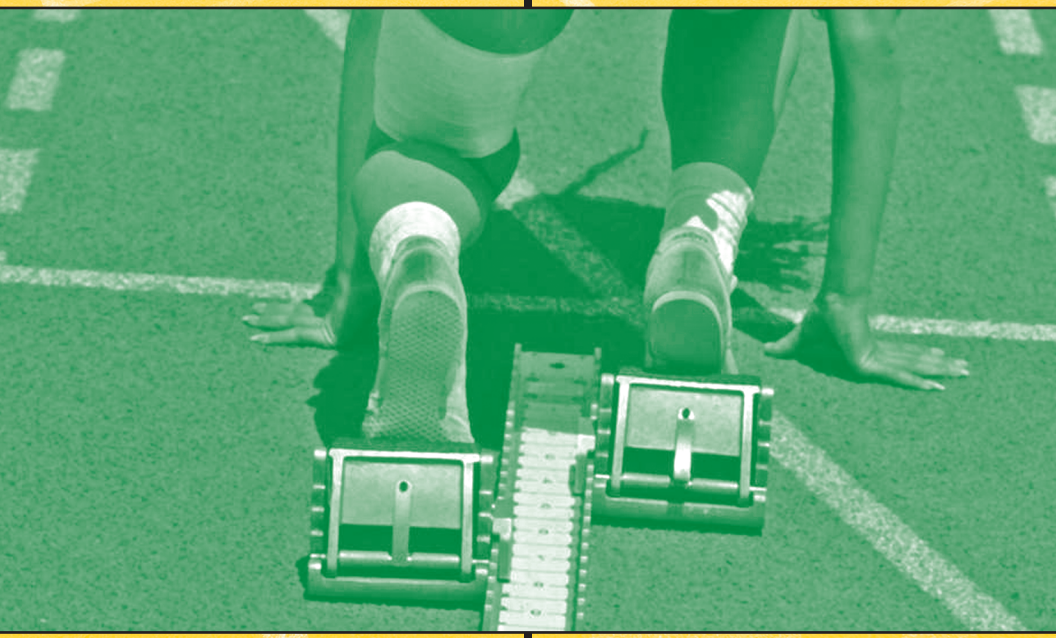

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On Track to Crossing the Service Finish Line

As we begin to produce our annual report, we develop a special theme to describe an attitude, aspect, or quality about our Office. Previous report themes include ***Going Above and Beyond*** (which highlighted our efforts to take that extra step in meeting our customers' needs); ***Our Warm Climate*** (which conveyed our desire to provide warm and friendly service); and ***Service Driven*** (which emphasized our determination to provide fast and professional service to customers).

This year's annual report theme is called ***On Track***. It was selected because it exemplifies the efforts we have made over the past year, reflects our current focus, and defines our approach toward future goals.

Our Office is performance-oriented. Each year, we seek new business courses to run to meet the needs of our customers, widen our current business lanes to enhance service, and develop new techniques to improve our daily performances. We do this to attain a service stamina that will keep us going strong for our customers year after year. However, because we have an ambitious service approach, it is imperative that we continually manage our actions to ensure we are always on track in our performance and with overall goals. We do not want to start a race and not finish it victoriously. Nor do we ever want to lose our focus and find ourselves having crossed onto another track that leads to anything less than optimum results.

On Track is a phrase that directs our steps as we move forward. It serves as a philosophy for us to work by and it characterizes our hopes in how we want our customers to view us.

No matter what hurdles may come our way, as long as we remain ***On Track***, we will cross the service finish line for our customers.

I am proud of our team and the gold medal service they provided, much of which you will read about in this report. As I look down next year's track, I anticipate our staff will set some new service records for our customers. We are at the starting blocks now!

Sincerely,

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

SETTING THE PACE

THE LEADERSHIP AND ORGANIZATION OF THE CLERK OF THE COURT'S OFFICE

KEEPING TRACK ON WHAT'S AHEAD:

Meet the Clerk of the Court

The Management Team and Organizational Structure

In the Lead

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. He is responsible for leading an organization of more than 720 employees, supporting more than 140 judges and commissioners, serving a constituency of 3.5 million, and operating an Office that serves one of the fastest growing and largest counties in the nation.

Michael is a strong advocate for quality customer service. He created a Customer Services Division that is devoted to all aspects of customer service, implemented an on-line survey to solicit customer feedback about the service the office provides, and he personally teaches a customer service class to all new employees. His biggest step toward improving service is in progress—the implementation of an electronic document management system that will completely transform how the court does business. Several advancements toward this goal have already been achieved and are mentioned in this report.

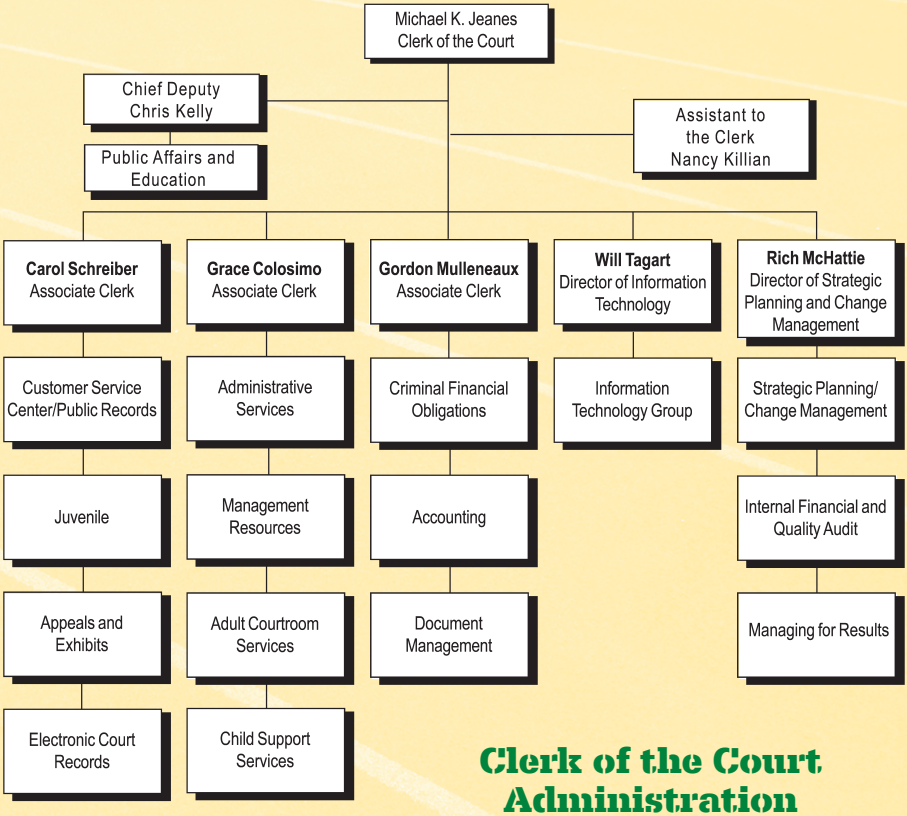
His desire to serve is also reflected in his professional and community involvement, which extends to membership in more than 20 national and local organizations.

Michael's Game Plan - 01/01/07

"The Clerk's Office remains strongly dedicated toward serving the needs of our customers. We are successfully achieving our mission to provide efficient and accurate electronic services through the utilization of exciting new technologies. By January 1, 2007, my goal for the office is to accept, maintain, and distribute the Electronic Court Record. The realization of this goal will assist in eliminating the placement of paper documents into hard copy files. The office continues to encourage all Clerk staff, Court Administration staff, judicial officers, members of the legal community, and the public to access the available Electronic Court Record." - Michael K. Jeanes

STOPWATCH

The First Team



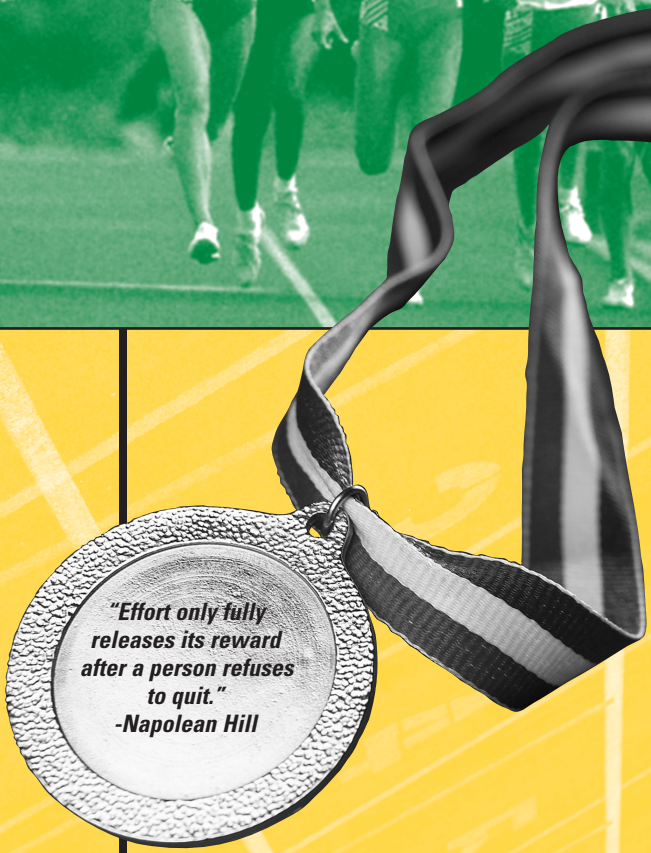
This is the organizational chart as the Office moves into the 2005-2006 fiscal year.

Clerk of the Court Administration

The Management Team - (From left, back row) Director of Strategic Planning and Change Management Rich McHattie, Associate Clerk Gordon Mulleneaux, Clerk of the Superior Court Michael Jeanes, and Director of Information Technology Will Tagart. (From left, front row) Associate Clerk Carol Schreiber, Chief Deputy Chris Kelly, and Associate Clerk Grace Colosimo.

EVERY EFFORT

AN OVERVIEW OF THE CLERK OF THE COURT'S OFFICE



KEEPING TRACK ON WHAT'S AHEAD:

Office Overview

Mission, Vision, Values

Here For the Long Run

Brief History About the Clerk's Office

The Office of the Clerk is one of the oldest 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 became the hub of government and 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, was established by State Constitution and serves the citizens, 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.

The Clerk's Office Today

Today, Michael K. Jeanes, Clerk of the Superior Court, and his staff serve the fourth largest county 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.

Functions of the Clerk's Office

The functions of the Clerk of the Court satisfy more than 500 state statutes and court rules. The Office's responsibilities include:

- 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
- Process passport applications

The Starting Point

The following are the **Mission**, **Vision**, and **Values** as set forth by the leadership of the Clerk of the Superior Court's Office that guide the Office and its employees in an effort to remain ***On Track***.

MISSION

The Mission of the Clerk of the Superior Court is to provide court-related records management, financial, and family support services to the public, the legal community, and the Superior Court so they have effective access to the legal process.

VISION

Anticipate, meet, and exceed the expectations of our customers.

VALUES

Customer Service: Providing quality service to our customers, with understanding and respect, in a timely manner.

Employees: Creating a healthy environment in which employees are involved, respected, challenged, encouraged, appreciated and given opportunity for development.

Efficiency: Using well-chosen resources effectively and making fiscally responsible decisions based on facts and employee input.

Ethics: Exemplifying the highest standards of integrity and professionalism.

Justice: Promoting the impartial administration of the justice system.

GO THE DISTANCE

THE STATISTICS OF THE CLERK OF THE COURT'S OFFICE

KEEPING TRACK ON WHAT'S AHEAD:

Case Filing Statistics

Marriage License Statistics

Other Statistics

Cases Filed

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

	Criminal Cases	Family Cases	Civil Cases	Juvenile Court	Probate/ Mental Health	Tax Cases
2004-2005	37,572	36,963	30,067	27,757	7,123	1,287
2003-2004	34,210	34,868	33,562	18,348	6,992	1,537
2002-2003	36,238	32,733	33,666	16,964	6,727	1,363

In addition, the Clerk's Office had **1,695,837 subsequent adult case filings** and **212,073 subsequent juvenile case filings** in 2004-2005.

(Subsequent filings are documents that are filed after the original petition)

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.

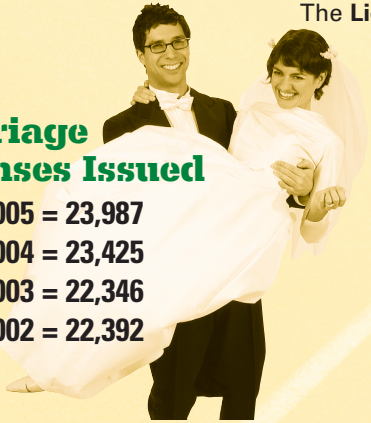
2004-2005 = $9,077,419
2003-2004 = $8,200,819
2002-2003 = $9,189,976

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.

Marriage Licenses and Passport Applications

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



Marriage Licenses Issued

2004-2005 = 23,987
2003-2004 = 23,425
2002-2003 = 22,346
2001-2002 = 22,392

Passport Applications Processed

2004-2005 = 17,035
2003-2004 = 21,335
2002-2003 = 21,788
2001-2002 = 24,180

Exhibits Processed and Released

(Adult and Juvenile Court)

2004-2005 = 137,644
2003-2004 = 128,082
2002-2003 = 124,209
2001-2002 = 110,998

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.

Number of Images Filmed

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

2004-2005 = 2,324,456

Other Statistics

In 2004-2005, the Clerk's Office had:

- **883** appeals filed
- **14,640** notary bond applications processed

Minute Entries Distributed

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

Minute Entries copied and distributed for 2004-2005

Adult Cases = 203,839
Juvenile Cases = 450,814

Electronic Minute Entries distributed electronically for 2004-2005

Adult Cases = 1,675,184
Juvenile Cases = 352,347

Orders of Assignment (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.

2004-2005 = 28,143 2003-2004 = 24,024 2002-2003 = 22,132

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

Tracking Processes

Support Services is responsible for the tracking of specialized Family Court filings, including Requests for Expedited Services; Request to Modify or Stop an Order of Assignment; Establishment of Child Support; Motion to Revoke or Suspend Child Support Order; and Expedited Judgment of Arrears.

2004-2005 = 8,986 2003-2004 = 8,716 2002-2003 = 7,679

Documents Added to the Electronic Repository

In 2002, the Office began scanning the paper documents it received for filings in Criminal, Civil, Family Court, Mental Health, and Tax case types (Probate documents have been scanned since Dec. 1997). The majority of documents filed in these case types are scanned and converted to electronic documents. The electronic repository of images now contains over 7.7 million documents. These electronic records are being accessed by over 4,300 Court, Clerk's Office, and criminal justice agency personnel, as well as public users who utilize these records daily from computer terminals in the public records areas.

The following numbers show the annual growth of the **OnBase** repository. **OnBase** is a program designed to manage the processing and retrieval of the Office's electronic images.

2004-2005 = 2,545,596 2003-2004 = 2,316,758 2002-2003 = 1,887,330

Customer Service Statistics

The **Customer Service Center** provides services for customers to obtain a marriage license, apply for a passport, and access court records. Below are the total number of customers they served in 2004-2005.

Customers Served:

286,602

The **Star Call Center** is responsible for answering and routing the Office's telephone calls. Below are the amount of calls agents processed.

Customers Assisted:

305,725

The **Customer Information Center** assists the public with information and/or directions when they visit the court. The following is the number of people they assisted in 2004-2005.

Customers Assisted:

143,372

RAISING THE BAR

OFFICE HIGHLIGHTS AND INFORMATION FOR 2004-2005

KEEPING TRACK ON WHAT'S AHEAD:

New Services

Service Improvements

Awards and Honors

Vision for the Future in Filing

The vision to make the paper trail narrower in the Clerk of the Court's Office is becoming a reality. Over the past two years, the Office has launched three e-filing pilot programs which, among the many benefits, reduces the amount of paper.

Each month, more than 235,000 paper documents are filed with the Clerk of the Superior Court. These documents are placed in hard-copy files that fill hundreds of rows of shelving units. However, with the new electronic storage system used in the e-filing projects, the electronic images are stored on disks. Approximately 260,000 pages of paper can fit onto one 5.25-inch optical disk as an electronic image.

E-FILING ONLINE
Clerk of the Superior Court
Maricopa County

Other benefits of electronic filing include: the Court can download an entire file quickly and conveniently; the system allows parties, judges, and the public (where permissible) to electronically view the case simultaneously and immediately; it increases speed and accuracy in processing the case; and it is convenient for customers, as they do not have to travel to the filing counter and wait in line.

Future plans include expanding the paperless system throughout the court system in all case types. In cases participating in the current e-filing pilot programs, the electronic record is considered the original documents of the case.

The following is a summary of three new e-filing pilot programs:

- **CIVIL COMPLEX LITIGATION** - The project involves complex civil litigation cases where there are multiple parties, cases, and/or issues. The parties involved in the case must agree to participate in the project and the case must meet the specific criteria to be eligible.
- **CRIMINAL** - Electronic filing began on a permissive basis in Judge Donahoe's criminal court division, as well as in Commissioners Nothwehr, Cunnanan, and Anderson's DUI Court. The initial beneficiaries are the County Attorney, and Indigent Defense.
- **CIVIL** - Attorneys began filing legal documents electronically in Judge Swann's civil division. The new system allows attorneys to file from any computer. Documents are immediately available to the judge. Parties to the case and the public can review the electronic files on computers at the Customer Service Center and Southeast Public Records.

Achieving a Great Start to the Year with a New Court Facility

The fiscal year got off to a big start—263,000 square feet in fact. A new, state-of-the-art Durango Juvenile Court Building was constructed and opened for business on Aug. 2, 2005. The three-story building houses the Clerk of the Court, Court Administration, Juvenile Probation, Court Appointed Special Advocate, Public Defender's Office, County Attorney's Office, and Court Security. It also includes a juvenile detention facility.

The Clerk's Office is located on the first floor and has areas for a filing counter, payment windows, file maintenance, distribution, appeals, exhibits, and courtroom clerk staff. The new building is located at 3131 W. Durango in Phoenix.

Achieving Quality Electronic Images

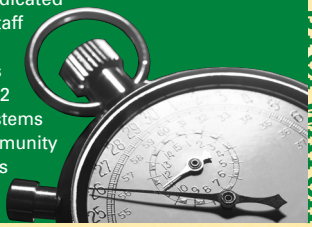
On average, the Clerk's Office scans over 200,000 paper documents per month. These images are building a repository to enable the judicial system to receive, store, route, and make available electronic documents and eliminate paper documents. To ensure these electronic documents meet standards and the information is accurately captured, the Office created a Quality Control Unit. Comprised of six employees, the Unit fully audits an average of 16,000 scanned documents monthly. Their efforts identify potential processing errors for the court such as missing pages and illegible file dates or text, and ensure an overall quality image.

Achieving an Improved Work Environment

In an effort to improve the office environment for staff and the public, several departments were reconstructed including the Family Court Filing Area; Facilities; Northwest Filing Area; and Exhibits. Most of the remodeling work was completed with surplus which resulted in a significant cost savings for the Office.

Jumping in to Help

Clerk of the Court employees showed that they are not only dedicated to their work, but to the community they work in. Here's how... staff donated more than $4,326 to the County Combined Charitable Campaign which assists non-profit agencies; donated 378 pairs of socks and 584 pairs of shoes for the homeless; donated 3,862 articles of clothing and 987 school supply items to local school systems for children in need; donated 255 new toys for children in the community during the holiday season; and donated 2,471 articles of clothes for individuals in need.



STOPWATCH

Speed in Delivering Minute Entries

The Clerk's Office continued its efforts to speed up the delivery of minute entries by expanding the Minute Entry Electronic Distribution System (MEEDS) to interested law firms. 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 courtroom clerk to the docket, website, and interested law firms.

Currently, there are 342 law firms representing more than 2,817 attorneys enrolled in the program. MEEDS provides law firms faster service and saves mailing and printing costs for the Office. Prior to MEEDS, minute entries were manually printed and sorted and either mailed or placed in an area for pick-up.

Speed in Viewing and Obtaining Copies of Court Files

The Customer Service Center (CSC) served approximately 17,000 more customers this year than last year. Many customers came to obtain copies of a court file. To meet the growing demand and increase the speed of service, the CSC provides customers with an opportunity to instantly view actual court documents on computer monitors rather than making a request and waiting for staff to pull the file. The documents accessible at these computers are scanned images—probate documents from active 1994 cases forward and all other case types from 2002 forward.

After viewing the documents, customers can select the images to be printed, go to the counter where they are printed and pay the fee. It saves time for customers and staff and allows more than one person access to a file at the same time. Customers ordered approximately 13,000 copies from the terminals this year.

Speed in Receiving List of New Filings

To provide faster service to customers who want to receive copies of new case filings, the Customer Service Center is offering to send them electronically on a weekly basis. To obtain the service, customers must pay an initial set up and weekly fee. Once enrolled, the information is sent via email to the customer. Those interested in enrolling may call 602.506.3302.

Speed in Acquiring Key Office Statistical Data

The technology staff created a web-based program that consolidates the Office's key statistics into one source and provides Office staff a way to instantly obtain statistical data. Available on the Office's intranet, the program is used to track productivity levels, enhance research, and ensure officewide consistency.

Action Taken to Provide Convenient Options in Accessing Forms

Electronic, Fax, or Print—these are various options for customers who need court forms. The Clerk's Office offers two of these options and Superior Court provides the other for those in need of Civil, Family Court, Criminal, Juvenile, Financial, Probate, and miscellaneous forms.

To obtain a form electronically, customers may visit the Clerk's website at: **www.clerkofcourt.maricopa.gov/forms** and select "eForms."

To obtain a form by fax, customers may call the Fax-On-Demand phone line at 602.506.0034 or 1.866.506.0034 for long distance: Press 1 to order a catalogue of the available court documents; or Press 2 to order the court documents and receive the instructions. The requested items are sent to a designated fax machine.

The Superior Court also provides a Self-Service Center where court forms are available on-line or in hard copy. There are three Self Service Centers: Downtown Phoenix (East Court Building - 1st floor); Mesa (Southeast Court Complex); and Surprise (Northwest Court Complex).

Actions Taken to Provide Information About Electronic Endeavors

The Public Affairs Office took action to launch a new Office website called "E-ventures," designed to provide information about the Office's Electronic Document Management System (EDMS) initiatives. The website can be accessed at: **http://eventures.clerkofcourt.maricopa.gov/**. The purpose of the website is to keep everyone who is impacted and/or has an interest in the Office's electronic initiatives informed with up-to-date information, as well as educate audiences about the various components of EDMS. Among the website's features are: information for specific users (staff, courts, legal community, etc.); articles; e-terms; frequently-asked questions; and photos.

Annual Leaping Event

There was not a "Leap Day" on the calendar this year, but that doesn't mean there wasn't one in the Marriage License and Passport Office. In fact, "Leap Day" occurs in the Office every year on Valentine's Day. The reason why is staff practically leaps to serve one couple after the other who are there to purchase a marriage license.

Traditionally, Valentine's Day or the Friday before Valentine's Day (if the holiday falls on a weekend) is the busiest day of the year for the Marriage License and Passport Office. On average, they issue double the amount of licenses on that day than they do on a normal business day. This year was no exception. Staff issued 87 licenses on Feb. 14, 2005. On an average day, they issue about 40 licenses. On previous Valentine's Days or the Friday before Valentine's Day, staff issued 92 licenses in 2004; 104 in 2003; 90 in 2002; and 103 in 2001.

STOPWATCH

Improving Service Through Customer Feedback

Clerk of the Court customers have the opportunity to help the Office improve its service by providing feedback through a customer survey on the website. The public may access the survey at: **www.clerkofcourt.maricopa.gov** and comment about the service they received at the Office. In addition, the Office also has survey cards available at each filing counter.

Improving the Office Processes

In an effort to continually improve, the Office formed a Process Improvement Team. The team evaluates the current processes in the Office, provides support to those who suggest a process improvement, researches the impact of changing a process, and examines costs and resources needed for process improvements. Thus far, numerous processes in several departments have been examined and streamlined to save staff time, reduce costs, and provide better service.

Improving Upon Knowledge and Job Skills

The Training Division is continually dedicated toward improving staff's work knowledge and job skills. This year, Training offered 869 classes to employees. Employees are required to take 16 hours of continuing education courses each year. Courses are designed to enhance an employee's knowledge of court, county, government, and work environment issues, as well as increase job and customer service skills. Training also implemented a one-day employee-orientation for new employees.

Improving the Availability of Process Server Information

The Process Server Program improved its method on how an individual interested in becoming a process server can obtain the application and other related information. The applications are now available on-line at: **http://www.clerkofcourt.maricopa.gov/process_svr.asp**. Previously, the applications were only available in hard copy at the Southeast, Northwest, and Downtown filing counters.

In addition, all process server information and service was moved to Window 10 in the Central Court Building's Family Court filing counter area.

In 2002, the Office began monitoring the certification of private process servers in Maricopa County. Among the responsibilities of this function are processing the applications for all initial and renewal applicants, administering tests to initial applicants, and maintaining the database of registered process servers.

Focus Continues to Maintain the Records for Water Case

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 has the largest number of potential claimants, the Clerk's Office is entrusted with the record keeping for the entire adjudication process. Specifically, the Office maintains 84,206 claims and provides document access to litigants and the public.

Since its initiation in 1979, the Gila River adjudication cases, currently administered by the Honorable Eddward Ballinger Jr. and Special Master George A. Schade, consist of 369 volumes which contain a total of 5,955 documents.

Focus on Providing Alternate Filing Option

Focused on providing convenient service, the Office offers customers a way to file their documents without standing in line. During the past few years, the Office has been installing external and internal filing depository boxes to provide customers with an alternative method to file their documents. Two external filing boxes are available for customers 24-hours a day, seven days a week. They are located at Mesa's Southeast Court entrance and the Madison Street parking garage in Downtown Phoenix. The Office also has eight internal filing boxes that are available 8 a.m. to 5 p.m., Monday through Friday. These boxes are located in the Downtown Distribution Center, Probate, Downtown Family Court Filing Counter, and the Southeast and Northwest Court lobbies. Last fiscal year, there were 41,929 filings in the external boxes and 173,050 in the internal boxes.

Focus on New Dress Attire

Focused on having a new look, the Office introduced a new office dress attire available for employees to purchase. The dress attire comes in either a polo or dress-style shirt. Shirts include a Clerk's Office logo with the words, "Service, Innovation, and Integrity."

Dash to More Information

Besides the Annual Report, the Office also produces other resources to assist customers with information. They include: *Doing Business with the Clerk's Office,* a guide to Office services and procedures. This publication is available on-line at: **www.clerkofcourt.maricopa.gov/news.asp;** *The Website*, which provides on-line services and information. The website address is: **www.clerkofcourt.maricopa.gov**; and the *Case History Index*, a statistical publication about the court cases filed with the Office. This is available on-line at: **www.clerkofcourt.maricopa.gov/case_history.asp**

STOPWATCH

Success in Leadership

The Arizona Family Support Council, a statewide organization for child-support-related agencies, selected Support Finance Supervisor Don Vert as their "Clerk of the Year." Vert was selected for the honor by demonstrating dedication to the child support field beyond the call of duty.

Success in Reporting Information

The Public Affairs Office received national recognition for its production of the 2003-2004 Annual Report ("Service Pros") from the International Association of Business Communicators (IABC) and the National Association of County Information Officers (NACIO). The IABC presented the report with two Copper Quills and a Cactus Quill Award of Merit in annual competitions among state and local businesses and organizations. NACIO, a competition among the nation's county governments, bestowed a "Meritorious Award" on the report.

Success in Service

Associate Clerk Carol Schreiber celebrated 30 years with the Office this year. She is one of seven employees who have 30 or more years with the Office as of 2005. Dina Arzaga from General Accounting and Marjorie Crow from Distribution also were honored this year for reaching 30 years of service.

Each year, Clerk of the Court staff provide numerous reasons to celebrate and salute their work by providing exemplary service. As a result, an employee recognition program called "Celebrating And Saluting Employees" (C.A.S.E.) was created to honor these outstanding efforts. Through this program, "Team, Leadership, Excellence, and Customer Service" awards are given to those staff members who have demonstrated excellence in their work. This past year, more than 100 employees were honored in the program. In addition, Clerk of the Court Michael Jeanes presents his own special award called the "Jeane-ius Award." This year, Electronic Document Management Coordinator Mark Jensen received this special award for his leadership in the Office's electronic initiatives.

The Stars

The following were comments received from the public regarding the Clerk of the Court staff:
"Employees are helpful and accommodating;"
"Excellent service to the community;"
"Always friendly, courteous, and very professional;"
"They went out of their way for me;"
"Exceptionally pleasant and helpful;"
"Super clerk with a super attitude;" and
"Outstanding customer service."

STOPWATCH

MOVING FORWARD

A PREVIEW ABOUT WHAT IS AHEAD FOR THE OFFICE

KEEPING TRACK ON WHAT'S AHEAD:

Northeast Court

Downtown Justice Court

Newest Course to Serve the Public Leads Northeast

In 2003, the Clerk of the Court's Office, the Superior Court, and the Justice Courts broke ground on a new 104,900 square-foot Northeast Regional Center. The Court facility is located at the southeast corner of State Route 51 and Union Hills. The facility will house the Clerk's Office, 12 Superior Court courtrooms (Civil and Family cases), and four Justice Courts. The courtrooms are equipped with state-of-the-art technology including special audio, video, and/or CD taping of proceedings.

Among the services available at the facility are a Clerk's Office filing counter and offices; Marriage License Office; Self-Service Center; Domestic Violence Prevention Center; Juror Services; Mediation; Conciliation, Court Information Services; and Court Interpreters. The Northeast Court will be completed and ready for occupancy in fiscal year 2005-2006.

The Course That Will Bring Justice Agencies Together

In March, a groundbreaking ceremony was held for the new 254,300 square-foot, five-story Maricopa County Downtown Justice Center. The building will feature nine county departments including the Clerk of the Court and five justice courts. The facility is projected to be completed in the fall of 2006. The building will be located on Jackson Street, just north of the Customer Service Center, between 5th Avenue and 7th Avenue.

New Receipting System Will Open Trail to Future Financial Transactions

The Financial Services Division and Information Technology Group plans to implement a new cash receipting system to offer various enhancements including a scanning capability. The new system will scan both sides of a check and enable the Office to avoid contacting the bank when an issue arises. Also, the system will have greater flexibility, eliminate redundant data entry of trust deposits and filing fee deferrals into the database and not require specially trained staff to maintain and monitor it. The new receipting system is expected to be implemented in the next fiscal year. The Clerk's Office utilizes receipts at all filing counters, public counters, and Marriage License and Passport offices.

THE RIGHT TRACK

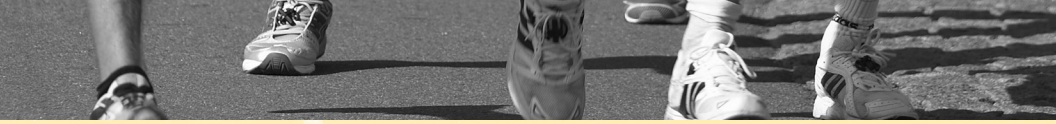
LOCATIONS AND CONTACT INFORMATION FOR THE CLERK OF THE COURT'S OFFICE

KEEPING TRACK ON WHAT'S AHEAD:

Customer Service locations

Marriage License locations

Passport Application locations



The Service Lanes

CUSTOMER SERVICES

Central Court Building, 201 W. Jefferson Street (Phoenix) 602.506.3360
Customer Service Center, 601 W. Jackson Street (Phoenix) 602.506.3360
Family Support 602.506.3762
Automated Support Line 602.506.1900
Northeast Regional Center, 18380 N. 40th Street (Phoenix) 602.506.3360
Northwest Regional Center, 14264 Tierra Buena (Surprise) 602.372.9400
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, 3131 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 623.386.4289
East Mesa, 4811 E. Julep, #128 . . . . . .480.985.0188
Gila Bend, 209 E. Pima 602.506.1589
Glendale, 5222 W. Glendale 623.939.9477
Maryvale, 4622 W. Indian School, #D10 . . . . . .623.245.0432
North Valley, 5222 W. Glendale 623.915.2877
Peoria, 11601 N. 19th Avenue 602.395.0294
South Phoenix, 217 E. Olympic Drive 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

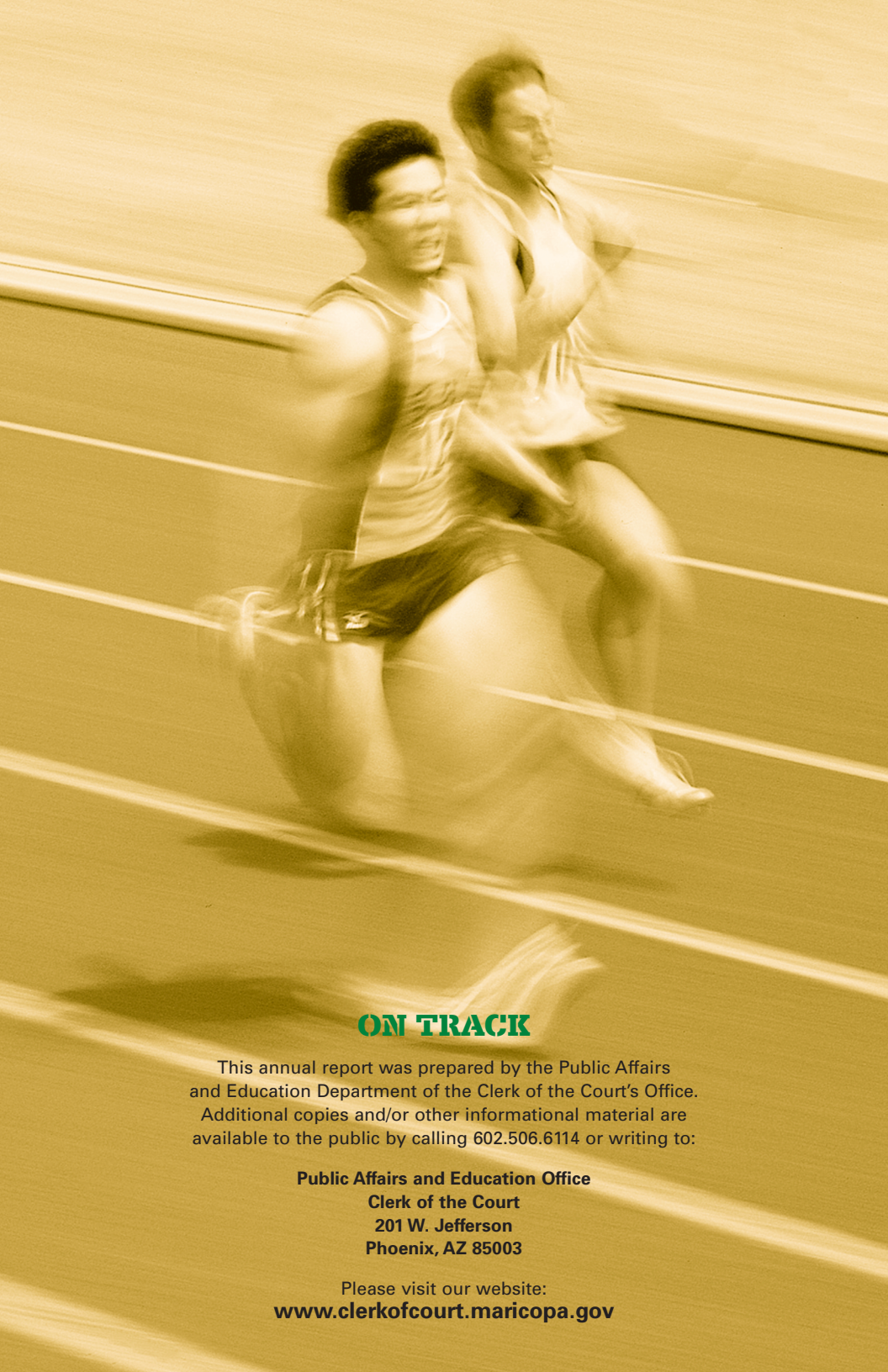
PASSPORTS ONLY

Arabian Citizen Center, 10817 E. McDowell Mt. Ranch Road (Scottsdale) . . .480.312.6280
Arizona State University, 951 South Mill (Tempe) 480.965.0877
Fountain Hills Post Office, 16605 E. Ave. of Fountains (call for times) . . .480.837.4812
Glendale City Hall, 5850 W. Glendale Avenue (Wed. only) 623.930.3260
Goodyear Post Office, 875 S. Estrella Parkway (call for times) 623.882.9148
Mesa Four Peaks, 9855 E. Southern Avenue (call for times) 480.357.3806
Peoria City Clerk, 8401 W. Monroe 623.773.7343
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
Scottsdale Papago Citizen Service Center, 7111 E. McDowell (Fri. only) 480.312.7900
Sun City Post Office, 9802 W. Bell Road (call for times) 623.933.9887

OTHER SERVICES

Support Payment Fax Back History 602.506.4755
Support Payment History 602.506.7444
Fax-On-Demand 602.506.0034
Long Distance Fax-On-Demand 1.866.506.0034

"We all have
DREAMS.
But in order to make
dreams come into reality,
it takes an awful lot of
determination, dedication,
self-discipline, and effort."
-Jesse Owens (1913-1980)
American Olympic Track Athlete



ON TRACK

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 602.506.6114 or writing to:

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

Please visit our website:
www.clerkofcourt.maricopa.gov