

Service In Motion

Movements and Improvements

2015 - 2016 Annual Report

\$140
\$100
\$80
\$60
\$40
in billions

september

january

Michael K. Jeanes

Clerk of the Superior Court | Maricopa County

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Michael K. Jeanes

Welcome to our Office

Greetings from the Office of the Clerk of the Superior Court in Maricopa County, Arizona. I am delighted to present our **2015 - 2016 Annual Report**. It is designed to provide a summary of the achievements we made this past fiscal year, as well as offer an overview of our leadership, organizational structure, office locations, and other information that will help you have a better understanding of what we do and who we are.

Our office works hard to provide high quality service that is timely, friendly, and innovative. We are dedicated to being fiscally responsible, technologically advanced, and having vision for the future needs of our customers.

I hope you enjoy viewing this report and gain a greater awareness of our valuable contribution to the community. I am very proud of our staff and what we accomplished this past year. I look forward to this coming year and anticipate that it will be filled with many more successes.

Sincerely,

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

Michael K. Jeanes' Bio

Michael K. Jeanes was first elected to the Office of Clerk of the Superior Court by the voters of Maricopa County in 1998. He was re-elected in 2002, 2006, 2010, and 2014. As the Clerk of the Court, he is the official record-keeper and fiduciary agent for the Superior Court and leads an organization of more than 600 employees, supports more than 150 Superior Court judges and commissioners, and serves a constituency who reside in the fourth largest county in the nation.

Michael strongly believes in providing quality customer service. He has led numerous initiatives to increase the efficiency and speed of service within the Office. He personally teaches a course on customer service to all new staff members and meets monthly with employees to hear their ideas about the Office. His desire to serve is also reflected in his community and professional involvement, which extends to membership and leadership roles in several local, state, and national organizations.

Michael was born in Chicago, IL but has lived most of his life in Maricopa County. He earned a Bachelor of Arts degree in Political Science from Loyola University in Chicago, IL and a Master of Public Administration degree from Arizona State University in Tempe, AZ.

Executive Management Team



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



Chris Kelly
Chief Deputy



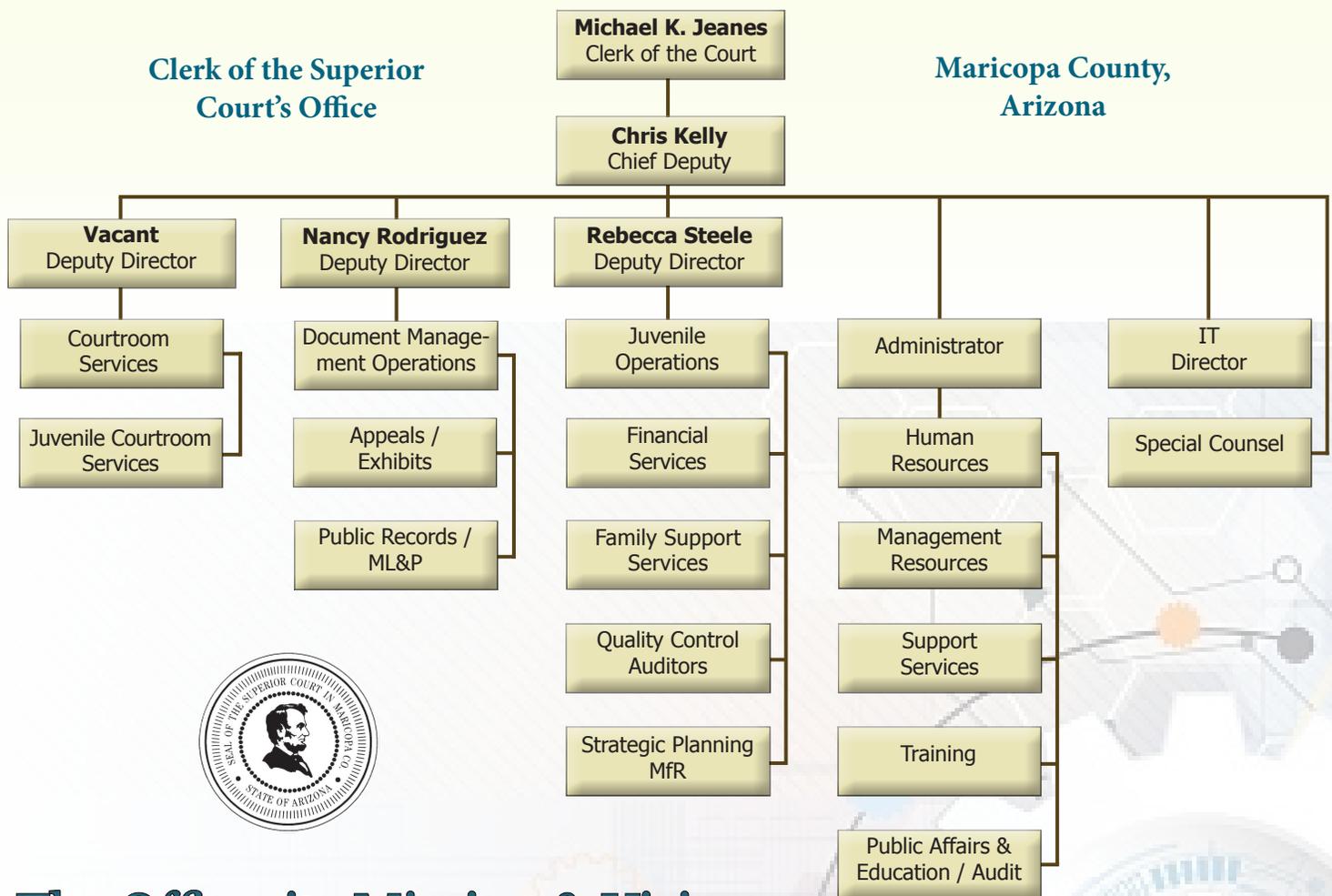
Rebecca Steele
Deputy Director



Nancy Rodriguez
Deputy Director



Organizational Structure



The Office, its Mission & Vision

The Clerk's Office was established by 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: provide public access to the records of the actions of Superior Court; keep a docket; attend each Superior Court session to record the actions of the court; receive, distribute, and preserve official court documents; receive filings for Superior Court actions in civil, criminal, mental health, probate, tax, juvenile, and family court matters; provide family support services to the public; collect and disburse court-ordered fees, fines, and victim restitution; store exhibits for all court cases; process passport applications; and issue and record marriage licenses.

The **Mission** of the Clerk of the Superior Court's Office is to provide progressive and efficient court-related records management and financial services for the justice system, legal community, and public so they have fair and timely access to accurate court records and services.

The **Vision** of the Clerk of the Superior Court is to be the most technologically advanced organization, focused on delivering outstanding customer and employee satisfaction in every aspect of operations.

Motions

MOTION - eFiling

The move to implement eFiling began in 2003 through a pilot project that allowed participating parties to eFile their case documents for Civil Complex litigation cases rather than physically file them at the Office's filing counters. Through the years, the program expanded to provide the ability for all adult case types to be eFiled.

ADVANCEMENT -

This year, the Office received **714,596** eFilings (**199,500** in Civil, **375,218** in Criminal, **135,262** in Family Court, and **4,616** in Tax). Last year, 628,768 eFilings were received. eFiling permits judges, parties, and the public (where permissible) to view a case simultaneously and increases the speed and efficiency of case processing.



The Office has **38 public access terminals** available at four locations where the public can view the electronic court record from certain cases dating back to 1994 and all Adult cases from 2002 forward.

MOTION - Electronic Court Record (ECR) Access

In 2007, a move called ECR Online was made to provide a secure and convenient method for attorneys and self-represented parties to register and view the documents of their case(s) from their own computers rather than visit the Office to view these documents.

ADVANCEMENT -

Today, **12,239** attorneys and **37,076** self-represented litigants are registered in the ECR Online program.

MOTION -

The Electronic Court Record (ECR)

The first move to create an electronic court record started in 1997 when the Office began scanning the paper documents received in Probate. The functionality provided numerous benefits including easier retrieval of documents and the ability for multiple users to view a document. Through the years, the scanning program expanded to all adult case types and marriage licenses, and most recently juvenile case types.

ADVANCEMENT -

This year, **5.1 million** documents were added to the repository. Currently the repository contains over **56.1 million** documents. **Sixty-five** government agencies have been granted access to electronic documents in the repository.



TURNING POINT: The Clerk of the Court's Office processes an average of **15,048** documents daily.

Motions

Program Initiatives

MOTION -

Saturday Service First

For the first time in the Office's history, a move was made to provide service for Marriage Licenses & Passports on Saturdays. The purpose was to extend the hours of service to better assist customers by opening the Customer Service Center (CSC) in Downtown Phoenix on a weekend.

ADVANCEMENT -

During the past year, Saturday service was offered five times at the CSC, plus once on Sunday (Valentine's Day - to accommodate customers wanting to purchase a marriage license on the holiday). On those days, **310 passport applications** were processed and **277 marriage licenses** were issued, plus **1,144 certified copies** of marriage licenses were printed and mailed to customers.

MOTION -

Helping Restitution Victims

In 2010, the Office launched a program with the County Attorney's Office called "Victim Locate" to find the victims of crime who were not receiving their court-ordered restitution.

ADVANCEMENT -

Currently, more than **8,000** victims have been located resulting in the disbursement of nearly **\$2.3 million**.

NATIONAL RECOGNITION - The Office received **national recognition** for two newly implemented programs from the National Association of Counties for being innovative, enhancing service, and increasing efficiency. NACo, which represents the nation's county governments, conducts the award program each year to recognize the best, new programs in county government.



Award-winning program No. 1 - The Cross-Training Program was initiated to train staff in multiple facets of the Office for greater flexibility, speed in service, and overall efficiency. As part of this program, courtroom clerks began receiving training in multiple case types rather than a single case type. In addition, staff at the filing counters, marriage licenses, and passports services were trained to provide various services rather than a single service. The results have allowed customers to receive more timely service, provided staff more opportunity, and created an expanded service approach.



Award-winning program No. 2 - The Interactive Voice System (IVR) Program was developed to better respond to an average of 30,000 telephone calls each month. The new system eliminated over 200 individual telephone numbers and provided the public with one main number to contact the Office (602)-37-CLERK. Other benefits included reducing monthly charges and equipment, streamlining calls, and being available to customers 24-hours a day, seven days-a-week.



TURNING POINT: An average of **37,985** pieces of paper are filed with the Office daily.

Motions

MOTION - Refresh/Remodel

In 2012, a move began to modernize and standardize office areas that had not been updated in over 20 years. The improvements streamlined operations and better utilized the work area space for the public and staff. This effort started with a major remodeling at the Downtown Court Complex that featured an enhanced file counter area.

ADVANCEMENT -

Since then, the filing counters and customer lobbies have been improved at the Southeast Marriage License & Passport (ML&P), Southeast Juvenile, Northeast ML&P, and Durango Juvenile. **This year, the Northwest ML&P and File Counter was completed.**

Each area has increased seating and more conducive counters for customer interaction.



Maricopa County held a ground-breaking ceremony this year for a new Southwest Regional Justice Court in Avondale. Initially, the 75,757 square-foot facility will house four justice courts. Future plans may include the Superior Court, Clerk of the Court, and other justice agencies to fill the building.

MOTION -

Relocation: The Distribution unit moved this year from the Central Court Building to the Customer Service Center (CSC). The unit's primary mission is to distribute minute entries and court notices to all concerned parties and/or counsel.

ADVANCEMENT -

Operations were centralized and streamlined for more efficient management and cost effectiveness.



More than **350 shelving units** have been removed from the file room and more than **1.7 million documents** have been disposed of creating significant savings in Office space. The reason is due to a move started in 2007 to scan the paper documents the office receives and create an ECR that is stored in an electronic repository rather than create hard copy folders for the paper documents and store them on file room shelves.



TURNING POINT: More than **273,900 phone calls** were received this year by the Star Call Center, which helps answer and route calls for the Office.

Motions

MOTION -

Conversion to ECR

A massive move to convert over **508,000 paper court case files into 44 million electronic images** for storage in the Office's ECR began in 2012. The initiative is the largest-ever scanning project undertaken by the Office.

ADVANCEMENT -

Currently, over **10.6 million** electronic images have been converted from paper. When completed, the project will have eliminated almost **8,500 square feet** of file shelving units. The conversion improves the long-term storage and physical space strategy for the Office's growth, provides faster access to the records, and improves security of the records.



A mentoring program was introduced for staff members to work with a higher level manager/executive for support, advice, and to help prepare them for potential advancement. Five mentors and 10 staff members are currently participating in the new program.



Three staff members and Clerk of the Court Michael Jeanes (top, left) were honored by Maricopa County for their 30 years of service.

MOTION -

Juvenile Electronic Exhibit Tracking

Historically, the Office has strived to implement electronic initiatives to improve service and increase efficiency.

ADVANCEMENT -

This year, all Juvenile exhibits submitted to the Office are being tracked in a new Electronic Tracking System. The move increased the ability to monitor and manage all exhibits. In addition, to further streamline exhibits management, a move was made to store all exhibits (with the exception of those taken under advisement) in the Downtown exhibits unit rather than at the Southeast or Durango locations.

MOTION -

Employee Recognition -

Staff members were provided a method to honor their co-workers through a new Employee of the Quarter (EoQ) Recognition Program.

ADVANCEMENT -

The new program allows staff the opportunity to nominate the co-workers they think are deserving of recognition for their excellent work. EoQ honorees are recognized in the newsletter and receive a special certificate and pin.



TURNING POINT: As of 12/31/15, the total actions filed with the Office since its creation in 1871 is **4,747,687** (excluding juvenile cases, the Water case, and marriage licenses).

Revolving Around...

Finance FY 15/16

- ◆ The Office's operating budget – **\$39,634,711**.
- ◆ The Office processed an average of **\$533,724** in monies daily.
- ◆ The Office averaged **9,031** transactions through the Cash Management System daily.
- ◆ **695,400** receipts were created in the Receipting System totalling **\$129,478,751.41**.
- ◆ Since fiscal year (FY) 2008, the Office has permanently reduced its budget by a total of **\$4.5 million** and voluntarily restrained spending by an additional **\$7.4 million** over eight FYs. In total, when combined with previous budget reductions, special revenue funds sweeps, and positive year-end variances, the Office has provided **\$12.7 million** of relief to the County General Fund over the past eight years. This has been possible due to careful budgeting and managing, technology advancements, process improvements, and training initiatives.



Service

- ◆ To further improve the speed and efficiency for customers calling the Office, an updated **telephone menu** was implemented that shortened words and phrases, streamlined options, and added functions for the most requested items. The new menu is a further enhancement to the overall calling experience the Office recently has made. Two years ago, an easy-to-remember phone number was introduced to make it more convenient for the public to contact the Office. The number, **37-CLERK (602-372-5375)** is an all-purpose number that allows the public to contact most areas of the Office by dialing only one number.
- ◆ In addition to calling the Office, customers who have questions or need information may email: cocustomerrelations@mail.maricopa.gov.
- ◆ An automated **customer management system** that provides a more efficient process for customers to be served is being installed at the Northwest Office. The system is already in place at the Downtown filing counters, the Customer Service Center's Marriage Licenses and Passports Office, and the Southeast Marriage Licenses, Passports, and Public Records Office. The system alleviates customers having to stand in line before being served.
- ◆ A link was added to Office's website that translates the content to Spanish.



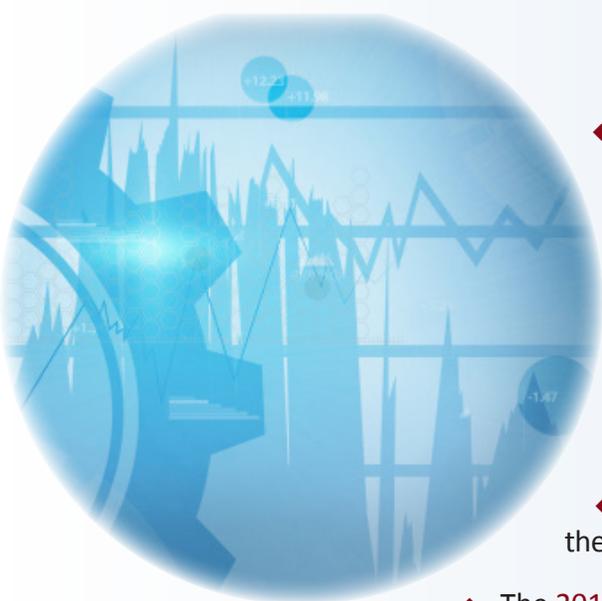
Revolving Around...

Events



- ◆ Each year, the Clerk's Office provides assistance to the Superior Court's **National Adoption Day Event**. This year's event resulted in the adoption of **275 children**.
- ◆ On Feb. 12, the Office experienced the second highest daily record in the issuance of marriage licenses on the Friday before **Valentine's Day**. A total of **161 couples** purchased a license. In addition, the Office expanded its hours that weekend and was open on Sat., Feb. 13 issuing 46 licenses and on Sun., Feb. 14 (Valentine's Day) issuing 50 licenses.
- ◆ For the past six years, Clerk of Court staff have worked with the Superior Court officials to participate in the **Arizona Veteran's Stand Down Project** by setting up remote courtrooms to hear cases involving veterans. The Stand Down Project is an event where organizations, agencies, and governments come together across the nation to focus on veteran services. This year, the Court heard **167 cases** involving veterans.
- ◆ In February, Clerk of Court staff assisted in handling payments for the first-ever **Child Support Arrest Warrant Workshop** hosted by the Superior Court. The workshop provided parties who owe support monies to come to the workshop, make at least one month payment of their obligation, agree to participate in court services, and then in turn the Court quashed their warrant. Ninety-five people attended the event and 48 arrest warrants were quashed. The Court collected **\$16,691** in child support and parties stipulated to waiving **\$123,162** in arrears at the event.
- ◆ This year, Clerk staff donated **\$2,844** to the County's Combined Charitable Campaign, plus **158** pairs of socks to the homeless and **90** new toys for children in need during the holidays.

Information



- ◆ The Office **Facebook** page, named "Clerk of Superior Court in Maricopa County," provides timely information, such as procedure changes, office closures, new initiatives, and system updates.
- ◆ **The Twitter** feed named "@MaricopaClerk" provides up-to-date information about the Office.
- ◆ **The Brief** is a monthly electronic publication that provides information about the Office for the legal community. To subscribe, send an email to coccustomerrelations@mail.maricopa.gov
- ◆ The **Case History Index** provides statistical and historical information about the court cases the Office has handled since 1871. It is available on the website.
- ◆ The **2017 - 2019 Strategic Plan** was recently completed and provides the Office's strategic direction for the future, outlines the significant goals, identifies the issues facing the organization and the measures that will be taken to address those issues. The Plan is available on the website.

Statistics

New Cases Filed

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

Civil	13/14 - 35,159
	14/15 - 29,075
	15/16 - 26,710

Family	13/14 - 34,921
	14/15 - 34,502
	15/16 - 35,949

Criminal	13/14 - 54,710
	14/15 - 51,804
	15/16 - 53,292

Juvenile	13/14 - 16,776
	14/15 - 17,035
	15/16 - 19,029

Tax	13/14 - 1,490
	14/15 - 1,232
	15/16 - 958

Probate/ Mental Health	13/14 - 12,011
	14/15 - 12,798
	15/16 - 13,358

Total New Case Filings - 15/16 = 149,296

Alternative Filings (Adult Case Types Only)

The Office has internal and external filing depository boxes to provide customers with an alternative to filing their documents at the filing counter. The external boxes are available 24 hours-a-day, seven days-a-week. The internal boxes are available 8 a.m. - 5 p.m., Monday - Friday. There are four external boxes and two internal boxes.

External	13/14 - 25,877
	14/15 - 26,162
	15/16 - 36,690

Internal	13/14 - 112,445
	14/15 - 83,613
	15/16 - 60,562

**Total Alternative Filings
- 15/16 = 97,252**

Statistics

Minute Entries (MEs)

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

Adult

13/14 - 564,601

14/15 - 553,305

15/16 - 536,856

MEs created

Juvenile

13/14 - 87,017

14/15 - 91,610

15/16 - 93,289

Adult

13/14 - 1,493,322

14/15 - 1,465,459

15/16 - 1,439,760

MEs emailed for
distribution
to attorneys,
agencies,
departments

Juvenile

13/14 - 447,929

14/15 - 484,825

15/16 - 514,376

Adult

13/14 - 279,250

14/15 - 263,091

15/16 - 255,793

MEs printed
for distribution to
self-represented
parties

Juvenile

13/14 - 69,495

14/15 - 68,361

15/16 - 62,576

Total Minute Entries Created - 15/16 = 630,145

Average MEs Distributed Daily = 9,090

Dispositions Reported

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

Dispositions
Reported
to DPS

13/14 - 59,702

14/15 - 52,967

15/16 - 62,587

Statistics

Marriage Licenses (MLs) & Passport Applications

License Services issue marriage licenses and also act as an acceptance agent for passport applications.

MLs

13/14 - 19,732

14/15 - 21,701

15/16 - 20,581

Passports

13/14 - 43,801

14/15 - 49,209

15/16 - 50,374

Recording Services

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

MLs Recorded

13/14 - 21,876

14/15 - 24,464

15/16 - 24,777

Certified ML Copies

13/14 - 24,798

14/15 - 20,720

15/16 - 19,489

Exhibits Processed and Released (Adult and Juvenile)

The Exhibits Department receives and stores exhibits accepted into evidence, as well as materials related to Grand Jury.

Adult

13/14 - 214,387

14/15 - 209,243

15/16 - 267,560

Juvenile

13/14 - 17,822

14/15 - 20,242

15/16 - 29,092

Total Exhibits Processed and/or Released for FY 15/16 = 296,652

Statistics

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

13/14 - \$3,063,197

14/15 - \$3,476,526

15/16 - \$3,793,028

Monies In Trust

The Office holds certain funds in trust for the Court (such as appearance bonds, cost bonds, funds deposited for a preliminary injunction, eminent domain funds, and funds deposited for a temporary restraining order). The funds are released from the Trust pursuant to an order of the court.

Funds Released

13/14 - \$32,854,838

14/15 - \$32,630,629

15/16 - \$35,075,683

Accounts Established

13/14 - 5,089

14/15 - 4,717

15/16 - 4,683

Trust Accounts

Total Amount Established

13/14 - \$35,492,822

14/15 - \$32,956,790

15/16 - \$53,612,576

Family Support Services (FSS)

FSS sends Withholding Orders to the obligor's employer, who is required to withhold, modify, or terminate withholding support money from their employee's wages. The withholdings are directed to the Support Payment Clearinghouse, who distributes the funds to the obligee.

Withholding Order Mailings

13/14 - 23,782

14/15 - 24,815

15/16 - 23,677

Criminal Financial Obligations (CFO)

Monies Disbursed

13/14 - \$9,211,899

14/15 - \$8,635,633

15/16 - \$9,285,537

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

Statistics

Appeals Filed

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

FY 15/16

Adult

1,282

FY 15/16

Juvenile

498

Water Case

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.

Case currently consists of **550** volumes and **9,612** documents

Maintains **89,963** claims related to case.

**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.

EDMQC

This area audits all electronic images that are scanned and converted to an electronic format and the electronic documents that law firms/parties send to the Office.

**EDMQC = Electronic Document Management Quality Control

FY 15/16
Electronic Documents Audited
(Adult Only)
73,135

FY 15/16
Scanned Documents Audited
(Adult & Juvenile)
1,682,453

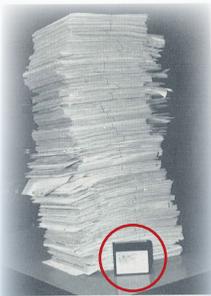
Process Server

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

FY 15/16
Application Renewals
149

FY 15/16
Applicants Tested
97

Looking Back



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

25 Years Ago (from the 1990/1991 Annual Report)

The Office printed the picture to the left showing the benefits of storing images of court documents on microfilm rather than keeping the hard copies. Four thousand images could be preserved on one roll of microfilm (circled in red). Today, microfilming is no longer used to capture images of court documents. All images are now scanned and converted the ECR and kept in an electronic repository that currently contains over 56 million images. The ECR is considered the official court record and not the hard copy as it was 25 years ago.

20 Years Ago (from the 1995/1996 Annual Report)

The Office got in line to go on-line by creating its **first website** for the new trend of the Internet. Since that time the Office has won several national awards for its website including Top 10 Court Website in the World. The website address is www.clerkofcourt.maricopa.gov.

15 Years Ago (from the 2000/2001 Annual Report)

The Office **opened the 113,060 square foot Customer Service Center**, located at 601 W. Jackson in Phoenix, to meet the growing storage needs in keeping court records. The building allowed the Office to centralize storage for the more than 1.4 million court records. Today, the building houses the Marriage License and Passport Office, public records counters, file room, Information Technology Group, and several other units and departments.



10 Years Ago (from the 2005/2006 Annual Report)

The **Northeast Regional Court Center**, located at 18389 N. 40th St. in Phoenix, opened to the public. The Clerk's Office was able to provide its service to residents of the Northeast Valley in a more convenient location. The services, which are still provided today at the facility include: marriage license issuance, passport application processing, filing for Civil, Family, Probate, and Tax court cases, a 24-hour filing depository box, and copies of court records through public access terminals.



Looking Ahead

Payment Option Expansion

Currently, payments to the Office are made in person, through mail, and over the phone. Plans to allow customers to make payments online through the Clerk of the Court's website and through kiosks are planned for implementation in the near future. This option will provide customers further convenience and the option to make payments outside of the normal business hours using a credit card.

eCertification of Records

Certified copies of court records are regularly needed by customers and public agencies for various reasons. Currently, to obtain a certified copy, a customer must visit a Clerk of the Court facility to request the document. The document is printed, a certified stamp is applied, and a payment is made by the customer. In 2013, the Office successfully implemented a pilot program with the Attorney General's Office that allows the agency to request and receive an electronic certification of the document that attests to the document's authenticity. In 2014, the program expanded to the Maricopa County Attorney Office's Asset Recovery Bureau and Civil Division. Future plans are to expand the service to self-represented customers beginning with marriage license copies.

eAccess to the ECR

To further expand access to the ECR, the Office is working with the Administrative Office of the Courts to allow access to most court records remotely for a fee. This advancement will offer the public electronic access to the same documents currently provided at the public terminals at the Clerk of Court's Office locations throughout the Valley. Customers will be able to search for documents online from their own computer and pay the associated fee if a certified copy is desired.

A Financial System For the Future

A major initiative of the Office is to upgrade the financial systems including the Trust system for managing bonds, the Restitution/Fines/Reimbursements (RFR) system (which manages court-ordered victim restitution receipt and disbursement), and the General Ledger and billing systems. In 2010, a new Receipting System was developed. In 2012, the RevQ Billing System was upgraded. In 2015, development of the business requirements for a new RFR and General Ledger were completed. The new RFR system is targeted to be implemented in 2018.

Locations

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

**Customer
Service
Center**
601 W. Jackson
Phoenix, AZ
85003

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

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

Northwest
14264 W. Tierra
Buena Lane
Surprise, AZ
85374

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

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

**Downtown
Justice Center**
620 W. Jackson,
Suite 3017
Phoenix, AZ
85003

**Old
Courthouse**
125 W. Washington
Phoenix, AZ
85003

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



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

**2015 - 2016
ANNUAL REPORT**



TEAMWORK

(602) 37-CLERK / (602-372-5375)

www.clerkofcourt.maricopa.gov