

# *Service-Driven*

*Excelling in service and accelerating service*

2017-2018 Annual Report

Clerk of the Superior Court

Maricopa County, AZ

# Service-Driven

Excelling in service and accelerating service



2017 - 2018 Annual Report

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# Let's get started

## Welcome to our Office

Welcome to the Clerk of the Superior Court's Office in Maricopa County. We are very pleased to present our **2017 - 2018 Annual Report**. The Office accomplished much this past year and it is our hope that you enjoy viewing this report that highlights many of its achievements. This publication also provides an overview of our structure, leadership, annual statistics, office locations, and other information so that you are more familiar with who we are and what we do.

The Clerk of the Court's Office plays a vital role in our community. We serve a wide range of people and strive to provide excellent customer service. We truly are "service-driven," which is the theme of this report. We are determined to both excel in service and accelerate our service. We work daily to provide timely, efficient, professional, friendly service.

This Office has a long history of more than 100 years of service in our state. However, it is the desire of leadership and staff to not just be a part of history, but to be a government organization that is making history...making history through being widely-known for its' remarkable service-driven attitude.

Thank you for taking time to learn more about the important role we play in this community. We hope you enjoy the road ahead as you view our annual report.

## The Clerk - Chris DeRose



Chris DeRose became the Clerk of the Superior Court for Maricopa County in March 2018. He was appointed to the position by the Governor of Arizona to fulfill the remaining term of Michael Jeanes, who retired from the Office.

Chris was previously Senior Litigation Counsel to the Arizona Attorney General, trying 47 cases in front of the Court of Appeals and arguing twice before the state Supreme Court. In addition, he served as professor of Constitutional, International, and Election Law at Arizona Summit Law School where he was voted by his students

as "Law Professor of the Year."

Chris also is the New York Times bestselling author of *Founding Rivals*, *Congressman Lincoln*, and *The Presidents' War*.

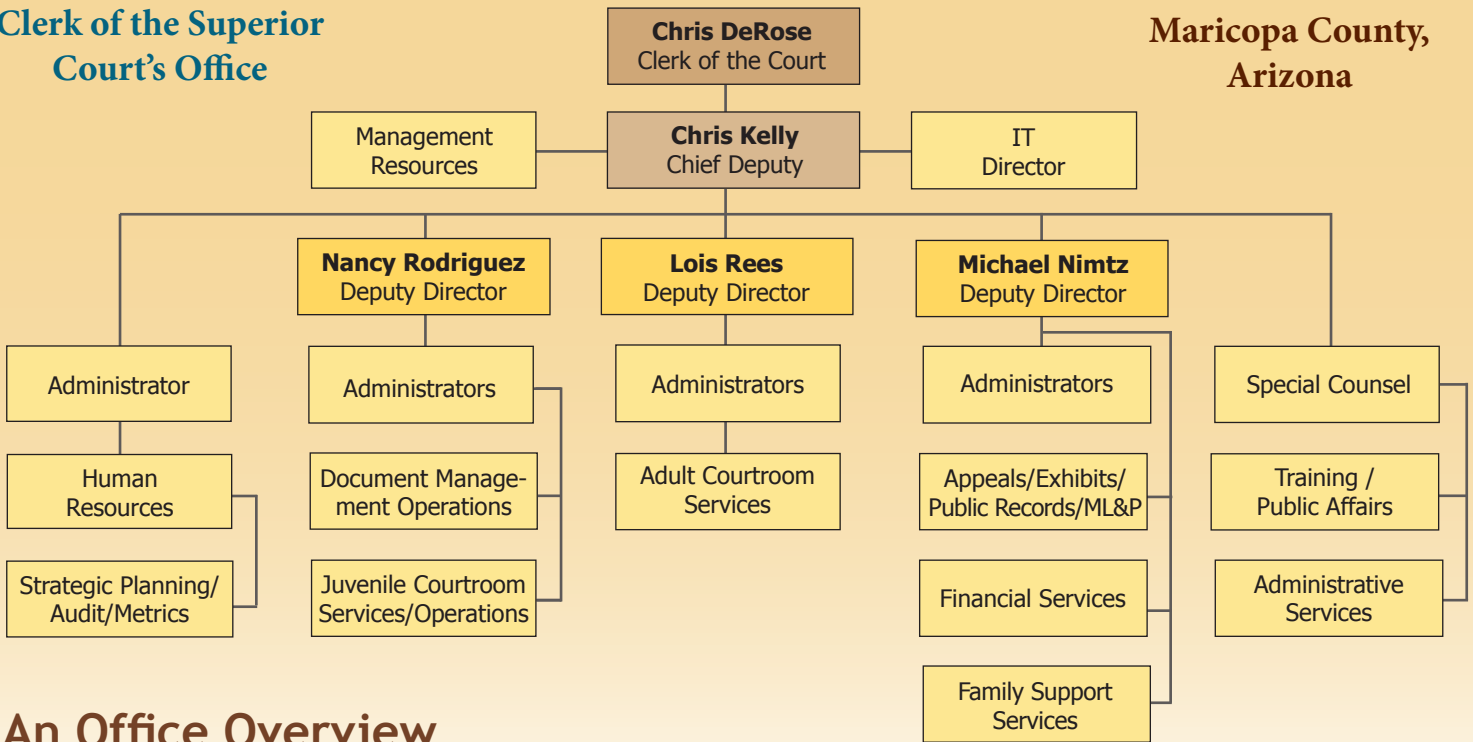
Chris serves on the board of directors of the Abraham Lincoln Association and scholarly advisory board for President Lincoln's Cottage in Washington DC. He was previously on the governing board of Phoenix Collegiate Academy, a high-performing inner-city charter school. In 2014, the *Phoenix Business Journal* named him among the "Top 40 Under 40" business leaders in the Valley.

Chris was born in Cicero, Illinois. He attended Northern Illinois University and graduated from Grand Canyon University with a B.A. in political science and with a J.D. from Pepperdine University School of Law.

# Service Map

Clerk of the Superior Court's Office

Maricopa County, Arizona



## An Office Overview

The Clerk of the Superior Court'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.





# Service Lanes

## Electronic Court Record (ECR)

### ECR Online A

#### Popular Destination

The Office has **23,898** attorney's and **54,688** self-represented litigants active in its ECR Online Program. ECR Online was implemented in 2007 to provide a secure, convenient method for attorneys and self-represented parties to register and view their case documents from their own computers rather than visit the Office.

**SERVICE START** - In 1997, the Office began scanning the paper documents it received in Probate in order to create an electronic court record. Through the years, the scanning effort expanded to all adult case types, marriage licenses, and more recently to juvenile case types.

In addition, in 2005/2006, the Office began backscanning older cases to convert them to an electronic court record. The Clerk's Office has continued to backscan paper documents since this initial effort. These electronic court record initiatives have created **one of the largest court ECR's in the nation.**

### DRIVEN RESULTS -

- ▷ More than **four million** documents were added to the electronic repository this year.
- ▷ The repository currently contains over **64.5** million documents.
- ▷ Nearly **1.5 million documents** were backscanned this year.
- ▷ To date, approximately **650 shelving units** for hard-copy case files have been removed as they are no longer unnecessary.
- ▷ **Sixty-three** government agencies have been granted access to the electronic repository.



The Office has **38 public access terminals** in four locations (Northeast, Northwest, Southeast, Customer Service Center) for customers to view the electronic court record.

## eFiling

**SERVICE START** - In 2003, the Office implemented eFiling through a pilot project that allowed participating parties to electronically file case documents for Civil Complex litigation cases rather than physically file them at the filing counters. eFiling permits judges, parties, and the public (where permissible) to view a case simultaneously and increases the speed and efficiency of case processing. Through the years, the eFiling program expanded to the other adult case types (except Probate) and **near the end of the fiscal year, eFiling began in Juvenile delinquency cases.**

### DRIVEN RESULTS -

- ▷ The Office received **895,427** eFiled documents this year, which is an **11%** increase over last year's total.
- ▷ The eFilings were in these case types: Criminal - 522,749; Civil - 211,231; Family - 157,820; Tax - 3,522; and Juvenile - 105



### EXTRA MILES

The Clerk of the Court's Office processes an average of **14,590** documents daily.



# Service Lanes

## Team Paves Way For Clerk Transition

A first-ever Transition Team was formed to review the many changes needed to be made as a result of the Clerk of the Court retiring during the year. The Team identified all areas where changes were needed to provide a smooth, efficient, expedient transition to the new Clerk. The Team created a 100-page document that identified numerous forms, stamps, files, applications, materials, and website pages where the Clerk's name was listed.

## New Service Offered

**SERVICE START** - In January 2018, the Office launched a new service on its website that allowed customers to choose a date, time, and location to purchase a marriage license or process a passport application. The locations for this new service are the Customer Service Center and the courts at Southeast, Northeast, and Northwest.



### DRIVEN RESULTS -

- ▷ **5,422** reservations were made in its first six months of operation.
- ▷ Customer wait time has been reduced.

## Service on Saturday

**SERVICE START** - In 2015, the Marriage Licenses & Passports Office in Downtown Phoenix opened its doors on select Saturdays to extend the hours of service for customers. This service has continued to be offered each year on different Saturdays since then at this location. This year, two additional locations (Southeast and Northeast) were opened on select Saturdays.

### DRIVEN RESULTS -

- ▷ Saturday service was offered nine times at three locations this year.
- ▷ **463** passport applications were processed.
- ▷ **172** marriage licenses were issued.
- ▷ **1,544 certified copies** of marriage licenses were printed and mailed to customers.

More than **100 employees and staff teams** were recognized this past year for their exemplary service through the Office's annual employee recognition event called "Celebrating And Saluting Employees (CASE)". Employees were recognized in four categories: Excellence, Customer Service, Leadership, and Teamwork. Also during the event, other employees received service pins to honor any special milestone office anniversaries.

### EXTRA MILES

An average of **36,291** pieces of paper are filed with the Clerk of the Court's Office each day.



## Top Billing Again

**SERVICE START** - In 1996, the Office's Billing and Deferral Unit began participating in Arizona's Tax Intercept Program that collects monies owed to the court through intercepting the tax returns from non-compliant individuals.

### DRIVEN RESULTS -

- ▷ For the second year in a row, the Unit finished first in Arizona among the various participating court agencies in collections programs.
- ▷ In total, the Unit collected **\$2,136,942**.
- ▷ This amount was **\$364,576** higher than the previous year.



# Service Lanes

## Victim Locate Program

### A Newer Service Being Greatly Utilized

In 2017, the Superior Court opened a new Law Library Resource Center (LLRC) that was designed to provide services to those in need of legal information and assistance with court matters. As part of the LLRC, the Clerk's Office opened a file counter window for patrons to file protective orders as well as conduct other filings.

In Fiscal Year 17/18, the LLRC File Counter staff assisted **13,277** customers.

**SERVICE START** - In Fiscal Year 2009/2010, the Office launched a program called Victim Locate (VL) to find the victims of crime who were not receiving their court-ordered restitution. The VL staff uses multiple sources and contacts to locate the victims whose information was either missing or outdated, often times due to an unreported change of address.

### DRIVEN RESULTS -

- ▷ Currently, the Office has issued **8,634 checks** to victims who were located through the Office's program.
- ▷ These checks have resulted in the disbursement of nearly **\$2.7 million**.



## Juvenile Back-Scanning Project

**SERVICE START** - In 2016, the Office began converting all inactive paper juvenile documents to scanned (electronic) images. In December 2018, the project was completed.

### DRIVEN RESULTS -

- ▷ Staff prepped and scanned **10,282,005 pages**.
- ▷ After being scanned and the quality process was completed, the paper documents were disposed, which provided significant storage savings.

### An awarding experience

The Arizona Attorney General's Office selected the Clerk of the Court's **Victim Locate Program**, which is noted above, as a recipient of its "2018 Distinguished Service Award for Innovative Practices." The award was presented to the Office in recognition of its outstanding contributions to victims and its effort on behalf of victim's rights and assistance.



Arizona Attorney General Mark Brnovich presents his Office's award to the Clerk staff who oversee and work in the VLP program.

### EXTRA MILES

As of 12/31/17, the total actions filed with the Office since its creation in 1871 is **5,037,132** (excluding juvenile cases, the Water case, and marriage licenses).

Stacks of empty boxes that once contained thousands of juvenile documents are lined up in the Customer Service Center. The project of converting the paper

files that were in these and many other boxes to electronic images was a major undertaking for the Office that took more than a year to complete.



# Service Lanes

## eCertification

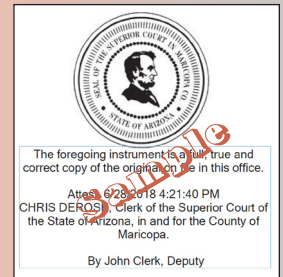
### Making a Service Move

At the end of the fiscal year, the Office's Probate File Counter (located in the Old Courthouse) was preparing to move to the Central Court Building's File Counter (201 W. Jefferson, Phoenix, 1st Fl.). The move is the result of the Superior Court moving its probate functions to the East Court Building. All probate documents will be filed at the new Office location.

**SERVICE START** - In 2013, the Office implemented a pilot program with the Attorney General's Office that allowed the agency to receive an electronic certification of a document that attests to its authenticity. In 2014, the program expanded to the County Attorney Office's Asset Recovery Bureau and Civil Division. This initiative to apply an electronic certification to an electronic or paper document is a change from the traditional format of manually applying a raised certification seal on paper.

### DRIVEN RESULTS -

- ▷ The Office is expanding the eCertification process to federal, state, and local agencies, and to the public.
- ▷ In February, the Office added several new features to the eCertification including: date and time the eCertification was completed; a statement of electronic certification; a unique document-file number; statutory language; and a non-raised Superior Court seal.



## Helping New Employees

**SERVICE START** - Last year, the Office developed an onboarding program to provide new staff members with the tools, support, and knowledge needed for a successful transition to the organization. The 90-day initiative was designed to increase employee engagement and productivity and reduce turnover.



### DRIVEN RESULTS -

- ▷ More than **140 employees** went through the program this year.

### Success in eSentencing

In 2017, the Office began working with Superior Court to eliminate Sentencing minute entries issued by the Clerk's Office, replacing them with electronic sentencing orders issued by the Court directly through their case management system. The project began with one judge and by the end of the year the entire criminal bench was using eSentencing. In the Clerk's Office, more than **70 courtroom clerks/supervisors** were trained in eSentencing. The Office continues to work with the Court to expand the initiative.



Kristyl Howard was selected as the Office's **Employee of the Year (EoY)**. Howard serves as a Courtroom Services Lead and was instrumental in the Office's eSentencing initiative. The honorees for the EOY Award are first nominated by other Clerk of Court staff members and selected as an Employee of the Quarter. The EoY winner is then selected from the EoQ honorees.

### EXTRA MILES


The Maricopa County Board of Supervisors honored **six Clerk employees for their 30 years of service** and presented them with special service awards this year.




# Service Markers

## The Location of Various Office Information


F = Financial-related  
R = Resource-related  
E = Event-related


 F The Office's operating budget – **\$39,488,432**


 F The Office processes an average of **\$486,175** in monies daily.


 F The Office averages **9,304** transactions through the Cash Management System daily.




 F This fiscal year, **650,134** receipts were created in the Office's Receiving System, which totaled **\$110,739,071**.


 R To contact the Office via email, customers may send their inquiry to: [cocustomerrelations@mail.maricopa.gov](mailto:cocustomerrelations@mail.maricopa.gov)

 R The Office **Facebook** page, is named "Clerk of Superior Court in Maricopa County"


 R To contact the Office by phone, customers may call **(602) 37-CLERK (602-372-5375)**

 R The Office **Twitter** feed is named "@MaricopaClerk"

 R The Office **Website** address is [clerkofcourt.maricopa.gov](http://clerkofcourt.maricopa.gov)

 R To subscribe to **The Brief**, a monthly publication that provides Office information for the legal community, email the following address to make the request - [cocustomerrelations@mail.maricopa.gov](mailto:cocustomerrelations@mail.maricopa.gov)




 R The **Case History Index**, available on the website, provides statistical and historical information about the court cases the Office has handled since 1871.





# Service Markers


## The Location of Various Office Information


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 On Feb. 14 (Valentine's Day), the Office experienced the second-highest daily record in the issuance of marriage licenses when Valentine's Day falls on a Wednesday. A total of **119 couples** purchased a license. The previous Wednesday Valentine's Day record was 138 in 2007. The all-time Valentine's Day record is 221, which occurred on a Friday in 2014.

 Clerk staff worked with Superior Court to participate in the **Arizona Veteran's Stand Down Project** by setting up remote courtrooms to hear cases involving veterans. This year, the Court ruled on over **240 cases** motions and presided on nearly 50 hearings. In addition, the Office's Criminal Financial Obligations Unit completed **155 requests** for financial balances in preparation for court appearances.

 Each year, the Office assists with Superior Court's **National Adoption Day Event**. This year's event resulted in the adoption of **261 children**.

 Clerk of Court staff assisted in handling payments for the second-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 in turn their warrant was quashed. As a result of the event, **\$5,183** was collected in child support.

 Clerk staff donated **\$3,268** to the County's Combined Charitable Campaign, plus **97** pairs of socks to the homeless and **151** new toys for children in need during the holidays. In addition, the NE staff donated **3,762** bottles of water during the County Water Drive for the homeless.





# Service Odometers

## New Cases Filed

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

### Civil

17/18 - 26,228  
16/17 - 27,898  
15/16 - 26,710

### Family

17/18 - 36,591  
16/17 - 36,943  
15/16 - 35,949

### Criminal

17/18 - 57,107  
16/17 - 53,881  
15/16 - 53,292

### Juvenile

17/18 - 17,627  
16/17 - 18,534  
15/16 - 19,029

### Tax

17/18 - 922  
16/17 - 659  
15/16 - 958

### Probate/ Mental Health

17/18 - 17,231  
16/17 - 14,618  
15/16 - 13,358

**Total New Case Filings - 17/18 = 155,706**

## Alternative Filings (Adult Case Types Only)

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

### External

17/18 - 36,781  
16/17 - 29,609  
15/16 - 36,690

### Internal

17/18 - 46,376  
16/17 - 56,578  
15/16 - 60,562

**Total Alternative Filings - 17/18 = 83,157**

2017 - 2018 Statistics

# Service Odometers

## Minute Entries (MEs)

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

### Adult

17/18 - 479,352  
16/17 - 515,584  
15/16 - 536,856

MEs  
created

### Adult

17/18 - 1,127,204  
16/17 - 1,315,848  
15/16 - 1,439,760

MEs emailed for distribution to  
attorneys, agencies, departments

### Adult

17/18 - 232,357  
16/17 - 242,667  
15/16 - 255,793

MEs printed for distribution  
to self-represented parties

### Juvenile

17/18 - 82,170  
16/17 - 90,234  
15/16 - 93,289

### Juvenile

17/18 - 433,926  
16/17 - 469,883  
15/16 - 514,376

### Juvenile

17/18 - 56,478  
16/17 - 58,043  
15/16 - 62,576

## Total Minute Entries

Created - 17/18 = 561,522

Average MEs Distributed

Daily = 7,340

## Family Support Services

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

### Withholdings Order Mailings

17/18 - 20,328  
16/17 - 22,356  
15/16 - 23,677

2017 - 2018 Statistics



# Service Odometers

## Marriage Licenses (MLs) & Passport Applications

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

### MLs

17/18 - 22,957

16/17 - 23,507

15/16 - 20,581

### Passports

17/18 - 43,107

16/17 - 59,100

15/16 - 50,374

## Recording Services

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

### MLs

#### Recorded

17/18 - 25,501

16/17 - 24,479

15/16 - 24,464

### Certified ML Copies

17/18 - 21,437

16/17 - 18,806

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

17/18 - 157,549

16/17 - 247,409

15/16 - 267,560

### Juvenile

17/18 - 18,984

16/17 - 29,072

15/16 - 29,092

2017 - 2018 Statistics

# Service Odometers

## 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

17/18 - \$3,771,478

16/17 - \$3,861,712

15/16 - \$3,793,028

## Criminal Financial Obligations (CFO)

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

### Monies Disbursed

17/18 - \$9,678,760

16/17 - \$12,350,829

15/16 - \$9,285,537

## Monies In Trust

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

## Trust Accounts

### Funds Released

17/18 - \$51,383,760

16/17 - \$48,078,485

15/16 - \$35,075,683

### Accounts Established

17/18 - 5,573

16/17 - 5,369

15/16 - 4,683

### Total Amount Established

17/18 - \$38,321,486

16/17 - \$64,129,668

15/16 - \$53,612,576

2017 - 2018 Statistics



# Service Odometers

## Appeals Filed

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

FY 17/18

Adult

**2,680**

FY 17/18

Juvenile

**671**

## Process Server

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

FY 17/18

Applicants

Tested

**74**

FY 17/18

Application

Renewals

**141**

## 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.

\*\*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.

The case currently consists of

**9,705**

documents

The case currently consists of

**554**

volumes

## Documents Audited

To ensure quality, the Office audits the documents that are converted to an electronic image and those that are sent in as an electronic image.

FY 17/18

Electronic Documents Audited

(Adult Only)

**87,054**

FY 17/18

Scanned Documents Audited

(Adult & Juvenile)

**173,274**

## 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

**17/18 - 51,227**

**16/17 - 52,149**

**15/16 - 62,587**

2017 - 2018 Statistics

# Looking Back



## 25 Years Ago (from the 1992/1993 Annual Report)

▷ The Office received a record six national achievement awards from the National Association of Counties (NACo) for its innovative programs that it had implemented that past year to enhance service for county residents. **Update** - To date, the Office has received a total of 39 NACo Achievement awards.

## 20 Years Ago (from the 1997/1998 Annual Report)



▷ The Office began a pilot project in the Probate Department of scanning the paper documents it received to convert them to an electronic court record. **Update** - in 2007, the Office began scanning all documents in adult cases, and in 2012 certain juvenile cases began being scanned. Today, the Office has a repository of 64.5 million electronic images.

## 15 Years Ago (from the 2002/2003 Annual Report)

▷ The Office began the eFiling initiative in a pilot project with Civil Complex Litigation cases. **Update** - eFiling is available in all case types and this fiscal year the Office received close to 900,000 eFilings.

▷ The Office began allowing customers to use credit cards as a form of payment for copies of court records, marriage licenses, filing fees, and the Clerk's portion of the passport application fee. Previously, the Office only accepted a limited number of credit card transactions.

▷ The Office installed new internal filing depository boxes to provide further convenience for customers filing documents.



Newly-installed Internal Filing Depository boxes for customer use.

The South Court Tower today



## 10 Years Ago (from the 2007/2008 Annual Report)

▷ The Office's website was selected as one of the Top 10 Court Websites in the World by a justice service organization that reviewed over 4,000 court websites.

▷ In 2007, the Maricopa County Board of Supervisors unanimously approved funding for a new Downtown Criminal Court Tower on 1st Ave. and Madison.

**Update** - The facility, which is called the South Court Tower, was completed in 2012 and houses many Clerk of the Court staff members.



# The Road Ahead



## Upgrading the financial systems

The Office is continuing to make progress in its multi-year initiative to upgrade the financial systems, including the Trust system for managing bonds, the Restitution/Fines/Reimbursements (RFR) system, 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. During 2018, the new General Ledger system was implemented with the financial and the procurement portions going live in separate phases. Also scheduled for later in 2018 is the Office's migration to a new RFR system. The RFR system manages court-ordered victim restitution receipt and disbursement.



## Expanding eFiling service

During the years of 2013 to 2016, the Office experienced a 46% increase in eFiled documents due to expansion in Civil, Criminal and Family Court cases. In early 2018, eFiling expanded to Juvenile delinquency case filings. Further expansion of additional Juvenile case types is underway. To continue to address the growing need for customers to file their documents electronically, the Office is working with the Administrative Office of Courts and the Superior Court to expand the access to eFiling services.

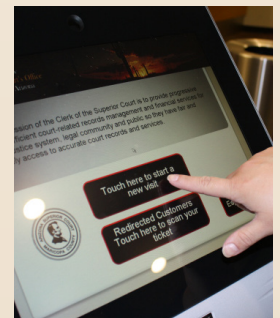


## Increasing the payment options

An important future initiative for the Office is to provide customers the option to make payments online through the website. Currently, payments are made at the filing counter, through mail, across judicial-partner agencies, and over the phone. Online payment intake would begin with deferred fees and then expand to fines, fees, and restitution. Project planning for the initial implementation is projected to commence in 2019.

## Enhancing customer service at Northeast

An automated customer management system that provides a more efficient process for customers to be served is planned to be installed for the File Counter at the Northeast Office (NE). Among the benefits of a customer management system is that it alleviates customers having to stand in line before being served. The system, called Qmatic, was implemented at the Northwest Office last year and installed previous years at the Downtown and Southeast filing counters, and at the Marriage Licenses and Passports Offices at the Customer Service Center and Southeast. Currently, NE uses a system called NetPage in the Marriage License/ Passport area.





# Service Destinations

## Northwest

14264 W. Tierra Buena Lane  
Surprise, AZ 85374

## Northeast

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

## Durango Juvenile

3131 W. Durango  
Phoenix, AZ  
85009

## Downtown

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

## Southeast Juvenile

1810 S. Lewis Mesa, AZ 85210

## South Court Tower

175 W. Madison, Phoenix, AZ 85003

## Southeast Adult

222 E. Javelina,  
Mesa, AZ  
85210

## Downtown Justice Center

620 W. Jackson,  
Suite 3017  
Phoenix, AZ  
85003

## Customer Service Center

601 W. Jackson  
Phoenix, AZ 85003



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

**2017 - 2018 ANNUAL REPORT**

*Service-Driven*

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

*[www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)*