# July 2019 A monthly newsletter for employees of the Clerk of the Superior Court's Office



#### What's it all a-BOT?

Bot technology being introduced at the Office

by Aaron Judy, Technology and Innovation Strategist

In 1950, Alan Turing devised a test to gauge the ability of a machine to exhibit intelligent conversational behavior equal to or indistinguishable from a human. Turing had been researching intelligent machines since the 1940s. Five years later in 1955, John McCarthy, a math professor at Dartmouth, along with Turing and others coined the term 'artificial intelligence' or AI. They held the first conference the following summer to determine if machines could

learn as humans do. Although hindered by the technology of their time, they established the groundwork for many of the question and answer logic programming paradigms we use today. In the last 70 years the computing landscape has evolved.

Today, we all experience practical AI every day. When social media applications detect a face in an image, when applications can recognize if a picture is a cat or dog, or when a person requests or orders something with their

Today, we all experience practical AI every day.

voice, all are using practical AI. Conversational chat robots or "chatbots" as they are called have evolved as well. Where once they were only able to carry context and form sentences, now they are able to derive intention and details that can be acted upon. The simple scripted chatbots are making way for AI powered intelligent agents. These intelligent agents are capable of a much deeper cognitive understanding of natural language, they can learn from their experiences with others and are able to connect to external systems to perform real world actions such as look up information or initiate a process. *Article is continued on the next page...* 

#### At the receipting end of business

Nearly 10 years ago, the Office implemented a new receipting system that provided several new features and made it easier to generate reports, acquire statistical information, and offer increased functionality. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

This past fiscal year (July 1, 2018 - June 30, 2019), **620,070 receipts** were created in the system. These receipts totaled **\$139,326,196.87**. The number of receipts was 30,064 less than the previous year, but the funds processed increased by **\$28,587,124.88**. Since going live in September 2009, the grand total of receipts processed through the Receipting System is **7,259,747** for a grand total of **\$1,218,984,442.60**.

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#### What's it all a-BOT...continued from page 1

The Clerk's Office has adopted IBM's Watson for our cognitive and AI needs. The very same Watson that took on *Jeopardy's* champions. Two separate Watson virtual agents have been created. NOVA (Novel Online Virtual Assistant) is our public facing, English and Spanish speaking agent. NOVA is being trained to answer questions that typically come in as phone calls. NOVA is intended to be an

omnichannel agent meaning the public would be able to interact with the agent in most mainstream channels of communication, e.g. website, text, voice. To help our staff, we've created (Your Online Digital Assistant) or YODA for short. YODA can answer questions for new employees, gather statistics on our internal systems, run reports and other automated tasks, and enhance team efforts with a commandable agent.



More details about the Office's Bot initiative will be communicated in the future.

#### Juvenile eFiling summer milestones update

by Dorothy King, Business Analyst



Efiling of Juvenile delinquency documents was implemented a year ago this summer. During the past year, **5,762 delinquency (JV) subsequent documents** were eFiled by attorneys, Juvenile Finance, and the Juvenile Probation department. Expansion to the remaining nine case types is under consideration. Another summer milestone is the anniversary of Phase 2 of the Juvenile ECR project: scanning of documents in seven case types: (Adoption Certification (AC), Adoption (JA), Emancipa-

tion (JE), Relinquishment (JI and JR), Orders of Protection/Injunctions Against Harassment (JP), and Severance(JS) on June 3, 2013. Also in June 2013, the scanning and electronic distribution of orders in all 10 Juvenile case types was implemented. This replaced a very labor intensive process of copying and mailing notices and orders. Over the past six years, more than 213,000 orders and notices have been processed, with **1.1 million copies emailed** and **104,000 copies mailed** to endorsees. Scanning of JG documents (Phase 1) was successfully implemented on October 1, 2012. Phases 3 and 4 for scanning of the remaining two case types in Juvenile was implemented later in 2013: dependency (JD) in September 2013 and delinquency (JV) in October 2013.

July 2019 marks the five-year anniversary of the Appeals Unit submitting Juvenile cases on appeal to the Court of Appeals via the C2C application. More than **2,660 notices of appeal** have been filed for Juvenile cases over the past five years. The Appeals Unit has used the C2C application to submit Adult cases on appeal to the Court of Appeals since 2010.

### **Timely Service**

**Timely Service** - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.



#### CO-WORKER COMPLIMENTS

**About:** Angelica Mejia, Beverly Macdonald, Eileen Fenner, Mark Savin, Gaile Raines, Annette Galarza, and Cambria Bowman (from the Law Library)

From: Shannon Stulz and April Cannon

"April Cannon and I would like to thank **Angelica Mejia** and Law Library's **Cambria Bowman** and for assisting us with our Cojet Tour. Their presentations were insightful and provided the courtroom clerks with a picture of what happens beyond the courtroom. I (Shannon) would also like to thank **Beverly Macdonald, Eileen Fenner, Mark Savin, Gaile Raines** and **Annette Galarza** for always coming to my rescue on several occasions. I often need documents processed or found ASAP and they have gone above and beyond every time to assist. I am truly appreciative."

#### **CUSTOMER COMPLIMENTS**

**About: Gina Castaneda Medina** 

Supervisor Cheryl Marzella received a phone call from a very appreciative customer who had been helped by Gina. The customer was requesting a certified copy of her divorce decree and she said Gina was helpful, knowledgeable, courteous, nice, kind, and she didn't have enough words to express how grateful she was that she was assisted by Gina. She said it was such a pleasure having Gina's help and she wanted her supervisor to know about the excellent service she provided.

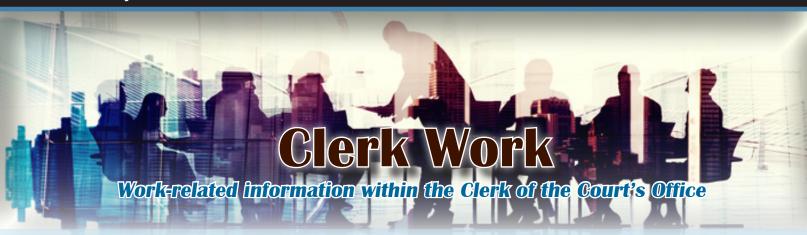
#### **About: Wendi Tenoever, Leslie Wilkins, and Susan Morris**

Northeast Courtroom Clerk **Wendi Tenoever** was recently the subject of a very complimentary note from Superior Court Judge Bruce Cohen. The judge also was very appreciative of Courtroom Services Manager **Leslie Wilkins** and Supervisor **Susan Morris**. The judge said, "I can state without equivocation that Wendi is the finest Clerk I have had the opportunity to work with in my 14 years on the bench (and I have worked with truly exceptional people). She is an amazing resource, collaborator, support, reference-guide (and that is why I nicknamed her "Siri") and team member. She brings an amazing attitude with her every day and is one of the most efficient, yet detail-oriented people I have ever worked with, whether here at the Court or in my prior professional career. I cannot even begin to tell you how much easier she has made my job and how much I rely upon her to ensure that we all provide fairness and justice to those we serve.

I must close by saying thank you to you, **Leslie Wilkins** and **Susan Morris**. Not only did you bless me with having Wendi help me find my way through another assignment, you have also each been so kind to me whenever an issue comes to light...for that, I am so grateful."

#### **About: Ivette Alvarez**

Judge Bruce Cohen sent another complimentary email to the Office regarding the service he received from Northeast's **Ivette Alvarez**. He wrote, "Ivette was warm, helpful, and efficient. She ensured that I was getting what it was that I thought I needed. She was professional throughout and got me on my way without delay. She evidenced the kind of customer service that we, as a court and the Clerk's Office, all should strive for. Ivette likely did not know that I was taking in how she did her job. She showed it didn't matter whether I was a part of the court or just a random member of our community. She reflects well on all of us."



#### A second Strategic Planning Session was held this month

In May, Office leaders gathered for an all-day Leadership Planning Session to discuss the future course of the Office. That Session, which was led by Clerk of the Court **Jeff Fine** and Chief Technology & Innovation Officer **Rich McHattie**, was conducted to begin the conversation and to identify the overall Office initiative themes. This month, members of the Leadership Team participated in another Strategic Planning Session to

refine the planning input from the first planning meeting. The input from this second session generated a number of strategic themes and supporting initiatives and projects that will be refined into the Clerk's Strategic Agenda. More details will provided about the Office's strategic agenda in the future.





#### The first-hired and the last-hired of the past decades

The Clerk of the Court's Office has more than 650 employees whose service ranges from a few weeks up to more than 37 years. Following is a fun look at who are presently the first and last employees hired during the past four decades:

#### 1980s (1980 - 1989)

The employee who is currently is the first one hired during the decade of the 1980s: **Darlene Pierson** - May 1981 2nd place - **Pete Roman** - April 1982

The employee who is currently the last one hired during the decade of the 1980s: **Steve Lauer** - July 1989 2nd Place - **Valla Wrona** - June 1989

#### 1990s (1990 - 1999)

The employee who is currently the first one hired in the decade of the 1990s - **Lisa Kellar** - February 1990 2nd Place - **Roselle Smith** - September 1990

The employee who is currently the last one hired in the 1990s - **Tina Hays** - December 1999 2nd Place - **Steve Greth** - November 1999

#### 2000s (2000 - 2009)

The employee who is currently the first one hired in the decade of the 2000s - **Catherine Gray** - January 2000 2nd place - **Diana Eaton** - February 2000

The employee who is currently the last one hired in the 2000s - **Alyssa Vitucci** - November 23, 2009 2nd Place - **Brian Bradley** - November 16, 2009

#### 2010s (2010 - present)

The employee who is currently the first one hired in the decade of the 2010s - **Anna Fagnani** - March 2010 2nd Place - **Tracy Henninger** - May 2010

# EURDATE

#### On pace with OnBase

In baseball terms, "on base" means a player(s) is in a position to score a run when needed. In the Clerk of the Court's Office, the word "OnBase" means there are court documents in position to be accessed electronically when needed. OnBase is the name of the program used to manage the Clerk's electronic court record. Currently, the Office has more than 67,906,301 million documents in OnBase. This amount includes adult court documents, inactive documents, transcripts (all back-scanned documents and transcripts), marriage licenses, and juvenile documents. In addition, 62 agencies have been granted access to OnBase, which is up from 57 agencies just four years ago.



The Office has been building its electronic repository since 1997 when a pilot program in Probate began scanning and converting the paper documents filed with the Office to electronic format. In 2002, scanning was expanded to adult case types and marriage licenses. In 2012, scanning began in juvenile cases. The following are the agencies with OnBase access (other than the Clerk of the Court):

**MARICOPA COUNTY** - Adult Probation; Assessor's Office; Correctional Health Services; County Attorney; Juvenile Court; Juvenile Probation; Legal Advocate; Legal Defender; Office of the Public Advocate; Office of Public Defender; Public Fiduciary; Sheriff's Office; Superior Court; Treasurer's Office

**STATE OF ARIZONA** - Administrative Office of the Court; Attorney General; Board of Equalization; Court of Appeals - Division One; Board of Executive Clemency; Commission on Judicial Conduct; Department of Administration; Department of Child Safety; Department of Corrections; Department of Economic Security; Department of Juvenile Corrections; Department of Public Safety; Department of Revenue; Department of Transportation; Foster Care Review Board; Office of the State Capital Post Conviction Defender; Public Safety Personnel Retirement System; Registrar of Contractors; Supreme Court - Chief Justice Office; Office of the Water Master

OTHER ARIZONA COUNTIES - Cochise County Juvenile Probation; Gila County Assessor's Office; Pima County Assessor's Office; Pima County Attorney's Office; Pima County Department of Finance and Risk Management; Pinal County Attorney's Office - Civil Division; Pinal County Juvenile Probation; Yavapai County Adult Probation; Yavapai County Assessors's Office; Yavapai County Juvenile Probation

FEDERAL - Federal Bureau of Investigation; Federal Public Defender; U.S. Probation; U.S. Pretrial Services

**OTHER** - City of Chandler, City Attorney's Office; City of Glendale - City Court; City of Mesa - City Court; City of Phoenix - Office of City Prosecutor; City of Phoenix Police Department; City of Scottsdale - City Attorney's Office; City of Scottsdale Police Department; Community Legal Services; Maricopa Integrated Health System; Surprise City Prosecutor's Office; and the State Bar Association of Arizona.



# The HR BUZZZ

News from the Clerk of the Court's Office Human Resources Team

#### **Promotional Opportunities**

ave ever received notification that your application was not accepted when applying for a promotional opportunity and wondered why? Listed below are the top three reasons why an application may not be referred:

- 1. "Application does not meet minimum qualifications" The experience and/or education indicated on the application does not meet the minimum qualifications (MQ's) listed on the job posting.
- 2. "Application is incomplete" Work experience or education information is missing on the application. Carefully review your application and ensure it is fully complete.
- 3. "Applicant self disqualifies"- Response to one or more of the supplemental questions fails to meet a requirement of the posting. Make sure that you review all responses to all supplemental questions prior to submitting your application.

#### Interviewing with the COSC

nterested in a new role or promotion? Make sure you bring your "A" game to a job interview. Below are some suggestions of what to do and what to avoid when interviewing for a job:



- •Ask for feedback from the hiring panel after the selection process if you were not chosen.
- •Bring a copy of all relevant documents (i.e. letter(s) of reference, copies of resume)
- •Listen carefully to the questions ensuring you answer the question clearly and thoughtfully
- Be Punctual
- Dress Appropriately
- Prepare for the interview

- •Be Confident
- Make eye contact
- Bring questions about the position



#### DO NOT:

- Fidget or twitch. Try to control nervous mannerisms
- Ramble off the topic of a question
- Not be truthful about your qualifications
- Make derogatory remarks about past or present employer
- Talk about salary, holiday or bonuses unless the interviewer brings them up

In addition, visit The HUB for courses that may help you have a successful interview:

M424 – Get the Job: Successfully interviewing for Work in the Arizona Judicial System PDVO66150 – Cutting Edge Success at Work: Impress at Job Interviews

**SUPERVISORS:** Feedback is a gift, and feedback after an interview is no different. This provides an employee a chance to learn, grow, and focus on changes for the next opportunity. For guidance in providing feedback to employees, the following courses available through The HUB.

LDR259GRF: The Art of Giving and Receiving Feedback

ETH234J: Kindness Works: The Graceful Art of Feedback

Because HR is your partner in success, supervisors are also encouraged to contact COSC HR for guidance in providing the right type of interview feedback.

# of the QUARTER



#### The Honorees For April - June 2019



#### Kat Faso / Criminal Courtroom Clerk

**Nomination** - Kat always has a great attitude! Every morning she comes to work with a smile and has such great spunk! She works very hard on training our new clerks and always comes up with great ideas to improve our training. Kat consistently offers to help when any of her team members or trainees need her. Her outstanding work ethic and positive energy is very much appreciated.

**Additional Administrator Comments** - I couldn't agree more with these comments, Kat. Your positivity is contagious and the contributions you have made to our training program since coming to the Lead position have helped us improve our training for new courtroom clerks. You are a valued member of the Courtroom Services Team. Thank you for your dedication and hard work My

thanks to you, Kat, for all that you do. We are very fortunate to have you as a member of the Criminal clerking team.

#### Sheri Jaffe (Northeast Manager) and Kelly Sleeseman (Northeast Supervisor)

Nomination - You cannot nominate one of these ladies for Employee of the Quarter without nominating them both. The Clerk of the Superior Court's very own "Dynamic Duo" of the Northeast Regional Facility (NER), Sheri Jaffe (Manager) and Kelly Sleeseman (Supervisor). These two have been a management team for more than seven years. Together they combat the daily challenges of our operations, deliver exceptional customer service and in their spare time take on additional projects. Most recently, Sheri and Kelly were key stakeholders in the system design, configuration, installation and implementation of the customer management system, Qmatic, at NER. In addition to the new installation at NER, they both participated in a team effort with assisting existing installations and the vendor in standardizing services, profiles and



queues for the multiple installations and the redesign of all kiosk screens. Their teamwork and dedication exemplifies the superior customer service this Office strives to deliver to both our internal and external customers.



#### Ryan Harris / Administrative Assistant, Training

**Nomination -** Ryan does a lot for us in the Training Department, but most important is his role at scheduling COJET classes at the different facilities. This includes reviewing class evaluations, creating the schedule, communicating with court administrators to book training rooms, and creating the sessions in The HUB. Ryan also plays a big part in scheduling the Clerk's conference in June; he not only reserves training rooms, but also contacts outside vendors. Ryan also assists employees with questions pertaining to The HUB and COJET credit. In addition, Ryan helps the HR team with coordinating interviews and conducting reference checks.

# The County Lines News Rems from Markcopa County

#### County offers two different biking events this summer

The Maricopa County Parks Department is sponsoring two upcoming biking events for those employees who may be interested. The events are:

- **Night Shredders Mountain Biking** event on Wednesday, July 31 at the San Tan Mountain Regional Park. The event begins at 7:30 p.m. It is being offered for those ready for the challenge of riding their bikes at night along the desert trail. Helmets are mandatory and bring plenty of water, an extra tube and tools to change a flat tire, plus two sources of light.
- **Beginners Mountain Bike Clinic and Ride** event on Saturday, Aug. 3 at the San Tan Regional Park. The event begins at 6 a.m. and ends at 8 a.m. It is being offered to those who want to learn new skills, increase their confidence on a bike, or simply enjoy the sport of mountain biking. The clinic teaches participants the basic skills needed to ride in the desert and mountain terrain. Helmets are mandatory and bring plenty of water, an extra tube and tools to change a flat tire.

More information about either event is available by calling 602-506-2930 ext. 7.

#### A few highlights of the 2020 County Budget

Following are a few highlights of the 2020 budget the Board of Supervisors recently approved:
•It allocates \$296.9 million for capital improvement projects including multi-million dollar investments in county parks; a new animal shelter; and a new substation for the Sheriff in Avondale. It provides continued funding for the new jail intake facility, SE Regional Justice Center, Central Court Building, and 225 Madison renovation project, which will turn an old jail into modern, usable office space.

- •\$1.5 million to continue the current model of animal shelter operations that has resulted in a 95% save rate
- •\$1.5 million for process and technology improvements that support the strategic goal of becoming an all-digital county by 2022
- •\$100,000 to update unincorporated area plans for the next generation
- •Three new positions for the County's Innovation Studio, focused on process improvement that in 2018 saved an estimated \$1.5 million dollars, and a full-time, permanent homeless

coordinator to support regional solutions to homelessness through Human Services Department.

#### Summer past-time spotlight

B as a sport that takes the spotlight during the summer months and the National Association of Counties recently provided an interesting statistic related to the sport on the counties that have the five largest baseball stadiums in the United States:

,	<u>Stadium</u>	<u>Capacity</u>	County	<u>Team</u>
	1) - Dodger Stadium -	56,000	Los Angeles County, CA	Los Angelas Dodgers
	2) Coors Field	50,398	City and County of Denver, CO	Colorado Rockies
	3) Chase Field	48,686	Maricopa County, AZ	Arizona Diamondbacks
	4) Globe Life Park	48,114	Tarrant County, TX	Texas Rangers
	5) Yankee Stadium	47,309	Bronx Borough, NY	New York Yankees

### Employee Spotlight

#### **This Month: Connie Pitts**



**Title:** Courtroom Services Supervisor / **Years with Office:** Almost 15 **Something You Enjoy About Your Job:** The people, absolutely. I smile and laugh every day.

Your First Job: After-school program at an elementary school.

Hometown: I am a native Arizonan.

**Something Memorable You Have Done:** Watching my goddaughter/ great niece and great nephew be born.

A Hobby and/or Favorite Activity: Baking and learning to use my Cricut machine.

Best Vacation Spot: I love the beach and Disneyland.

Where Would You Like To Travel To Next: Ohio, to see my dad's side of our family.

Favorite Meal: Tacos / Favorite Place To Eat Out: Garcia's (the original)
Favorite Sports Team or Sport: Volleyball, softball, and soccer

**Favorite TV Show or Movie:** *Game of Thrones* - I'm so sad that it's over! - I have way too many favorite movie - mostly from the 80s and 90s.

**Your Favorite TV Shows While Growing Up:** Wonder Woman / The Bionic Woman / Greatest American Hero / Quantum Leap

Something You Are Proud Of: Getting my degree while working full-time.

What Would You Like To Be For A Day: A wish granter for Make A Wish Foundation.

**Something On Your Bucket List:** To travel outside of the country - Ireland is my top choice.

What Advice Do You Have For A New Clerk Employee: Ask questions and be adaptable.

What Do You Like Most About This Office: I know everyone says the people, but it is really true. I have made friends for life in this office.

What Do You Like To Do In Your Spare Time: Be with my family. We have such a great time.

Who Would You Like To Meet: The Obamas

A Favorite Quote: "Be the change that you wish to see in the world." - Gandhi

Do You Have A Favorite Animal: Sharks - they fascinate and terrify me.

An Ability You Wish You Had: I wish I could draw.

Have You Ever Won Anything: I won a trip to Disneyland in 2007. It was magical.

**Favorite Fruit/Least Favorite Fruit & Vegetable:** Favorite - Apples & Asparagus / Least Favorite - Mango and no least favorite vegetable.

What Are Two Business Skills You Think Are Important: Adaptability and open-mindedness.

Who Has Been An Influential Person In Your Life And Why: Definitely my sweet mother. She lived her life being kind to everyone and loved unconditionally. I miss her terribly.

Best Advice Someone Has Given You: Let go of what you can't control.

Focus on your reaction and make sure it is thoughtful.



### The Inside Track on Employee News

## 1 2 3 4

#### **OFFICE ANNIVERSARIES**

The following Clerk employees reached their milestone anniversaries with the Clerk of the Court's Office in July:

30 YEARS Steve Lauer 15 YEARS Tara Alameda

25 YEARS 5 YEARS

Teresa Nestor-Donohue Toni De Raddo, Annabelle Villasenor, Savanna Sharp, and Lori Lopez

#### **NEW EMPLOYEES**

The Clerk of the Superior Court's Office welcomes the following new employees:

- Downtown Electronic Document Management Laura Martinez
- Courtroom Clerk Therese Garrett and Mariacella Diaz, Victoria Villalpando, Corey Inmon, Laurie Hlas, Jacqueline Coronado Guillen, and Tracy Flynn
- Criminal Financial Obligations Unit Kevin Higgins
- Disposition and Abstracts Llysia Gauntt
- Durango Juvenile Operations Janneth Damian and Alicia Buscaglia
- eFile Camille Miller
- Family Support Services Alma Rayas Soto
- Mailroom/Distribution Erin Ruffin
- Northeast File Counter/Docket/ML/PP Vincent McIvor and Camille Atkins
- Northwest File Counter Jennifer Wallace

#### **EMPLOYEE HONORS**



what are these curious cats doing in the freezer? Many or you suspected a search for fish or perhaps catnip, but our favorite caption came from Deborah Johnson with the Clerk of the Superior Court: "Mom just put some chocolate 'mouse' in the freezer for tonight. OH...it was mousse? Never mind." Good one. Deborah!

Congratulations to Family Support Services' **Deborah Johnson** whose submission for the *Maricopa Currents*' county newsletter Caption Contest was selected as the winner. To the left is her winning submission.

Employees can submit their favorite pet photo for the contest to the *Currents* at media@mail. maricopa.gov

#### **EMPLOYEE MOVES**

- **Mayra Salgado** transfered at Durango Juvenile from Operations to a courtroom clerk.
- **Annette Young** transferred to Durango Juvenile Operations from the CCB File Counter.
- **Tracy McMillian** was promoted from Courtroom Services Lead to Courtroom Service Supervisor.

### **Special Features**

#### Where in the world has the Record Times been?



#### Seas the moment to get photo with the newsletter

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was standing on a downtown Montana sidewalk with the sound of rushing city traffic. This month, it appears with an employee who was standing on a plaza with the sound of rushing ocean waters.

Pictured to the left is Criminal Financial Obligations Senior Specialist Ursula Maurin, who posed with the newsletter next to a statue of a fisherman by the ocean shore at Puerto Peñasco (Rocky Point) in Mexico. This is the newsletter's first appearance in Puerto Peñasco.

You may submit a photo of yourself with the Record Times at any time. To submit a photo:

- 1) Print the newsletter front page; 2) Take a photo(s) with the page during your vacation;
- 3) Email the photo to Len Keso with your name, department, and a photo description, along with any other interesting details of the photo/vacation.



Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured here).

#### **VOTE for the All-Time Best Newsletter/Employee Photos Ever Taken**

More than a year ago, weekly Office emails titled "Times Gone By" were sent to staff showing the top photos of employees on vacation posing with the newsletter since the photo feature began in 1998. The photos were categorized by similarities and all employees were invited to vote for their favorite ones. Over the past year, the top two photos employees voted on in each category were highlighted in the newsletter.

#### Now, to find out which photos are the overall best -

All of the pictures that have been featured as the best by category are now going to compete against one another. They have been organized by geographical location to make it easier for employees to vote on so that it can be determined which photos are the **best of the best ever taken.** This month, the top photos voted on by employees were organized into THE CENTRAL REGION.

\*\*View the photos below and send in your vote via email listing your favorite one\*\*

#### Vote for your favorite via email (to Len Keso) - This Month: The Central Region







